



# Essential Information



Please don't forget

- ✓ Passport
- ✓ EHIC Medical Card
- ✓ Holiday Insurance

## Passports – British Citizens

Continental holidays – a valid passport is required for all holidays. Children aged 0 – 15 years also need their own passport, which is valid for 5 years.

From 16 years plus you can obtain a ten year passport. For more information go to

[www.passport.gov.uk](http://www.passport.gov.uk)

Irish Republic and Channel Islands – no passport is required for coach travel, but if you have one take it with you as you will be asked for some form of photo identification.

### Non British or Non EC Passport Holders

You must check whether additional Visas are required for the countries being visited. Please contact the relevant consulate or embassy.

NB: We strongly recommend you carry a form of personal identification with you at all times (e.g. passport or driving licence) as most European countries require this. Please ensure your documentation is correct, if not, you may be refused entry to a foreign country. Should this occur then you are responsible for your own repatriation to the UK and any costs involved.

## Luggage

Holidays are a happy time, but please do not take too much!!

### Allowances

One medium sized suitcase per person, which should weigh no more than 20kg when full. We may refuse to carry larger or heavier cases. Hand luggage can be stored in the overhead racks aboard the coach.

### Overnight cases

When you stay at an overnight hotel during your holiday, all your luggage has to be taken into the hotel with you and cannot be left on the coach. If you travel on an overnight sailing your luggage will stay on board the coach, so it is a good idea to take an overnight bag with you as part of your hand luggage.

### Luggage handling

Unless otherwise stated all **Silver Service** and **Luxuria** holidays include luggage handling at all hotels. Hotel porters will carry one suitcase per person. Any other luggage is your own responsibility.

### Luggage labels

These will be provided to you prior to your departure date. Please fill them in clearly with your full name

and address and attach them to your luggage. The **Green** labels are for your outward journey. Replace it with the **Blue** label when you are travelling home. Incorrectly completed labels may result in luggage being mislaid. Luggage can be returned but you may have to meet the cost for this, depending on the circumstances.

## Departure Day

Your departure day has arrived and it's time for your holiday. Your travel documents confirm the exact time and departure schedule for your collection.

Please arrive at your pick up point at least 15 minutes before the scheduled time. If your coach is more than 15 minutes late, please telephone: **01709 833 800**. Delays can occur for many reasons, and we will keep you informed about the progress of your coach and its arrival time when you call. Please be patient at busy times and hold the line or try later. Your call will be answered as promptly as possible.

## Transfer Service

We refer to our customer collection service as our transfer service. This is a carefully planned operation, which takes you from your pick up point to the port of departure in time to check in for your Channel crossing. This service may use coaches, taxis, mini\ buses, trains, Megabus or National Express. These will channel in to the main transfer coaches, which take you to our Interchange where you transfer on to your tour coach. Refreshments may not always be available on your transfer service as they are on your tour coach. Transfer services will normally be an Executive coach. Your allocated seats are on board your tour coach.

### The Interchange and what happens

The Interchange usually takes place at Stop 24 Services. This is where you transfer from your transfer service to your tour coach. There will also be an Interchange on the last day before you come home. Please make sure you carry your passport and travel documents with you at all times, as you may be required to show them. When you leave the transfer service please take your hand luggage with you. You will have the opportunity to use the facilities in the passenger services areas.

## What happens at Stop 24 Services?

### On day one

Once all transfer services have arrived your luggage will be transferred to your tour coach by our

representatives and porters. Then there will be an announcement asking you to join your tour coach, which will be standing in the bays. Your tour coach will then continue to either Dover or Folkstone to check in for the Channel Crossing.

### **What happens at Calais?**

#### On the last day

#### Why do we do our interchange in Calais?

The reason for this is to minimise the inconvenience caused to all our customers.

UK immigration carry out stringent checks in Calais which invariably causes delays. If we conduct our interchange in the UK and coaches are held up then everyone has to wait for the last coach. By interchanging in Calais once the interchange is complete each coach is then on its' way, and if there are delays at the border control this does not impact on any other coach.

The benefits of doing the interchange in Calais are:

- Completely secure site with private security, constantly circulating the perimeter.
- Full audit carried out by our Health and Safety officer.
- Approximately 400 seats available for your comfort and providing adequate shelter from the many elements.
- Restaurant and drinks facilities, where you can obtain snacks and sandwiches, time permitting.
- Limited washroom facilities which are regularly cleaned and monitored.
- Baggage handling service so your main luggage is transferred for you.

### **Procedure to follow on arrival at Calais to allow your Interchange to run smoothly.**

Your drivers or one of our port staff will advise you whether you are able to get off your coach and use the facilities at Calais or if you will be required to remain on your coach.

- A) If you remain on your tour coach you will need to wait for your luggage to be transferred to your homeward coach before being asked by one of our staff to disembark the coach and move to your coach which will be taking you home. You must remain on the coach until you are instructed by one of our drivers or one of our Port staff.
- B) If you get off your tour coach you will need to take with you all your hand luggage and any Duty Free goods before going inside the building. You will

then be called by one of our staff to make your way to your homeward coach. You must remain inside the building until you are told to make your way to your coach by one of our staff otherwise the transfer system will take much longer to complete.

Here are a few handy hints once inside:

- Once you are in the comfort of the building please do not congregate around the entrance. You will be called when your coach is ready, and all your luggage is transferred to your transfer coach. Please don't worry you will not be forgotten! Please use the seating facilities as there is plenty of room to accommodate you all in a dry comfortable building.
- You must not try to board your transfer coach until told to do so by one of our staff, otherwise you may not be accounted for.
- Please remember that this is not a comfort break as such so there will not always be time to grab a sandwich and drink or use the washroom facilities, this is merely a facility to transfer you to your correct coach to transport you home as quickly and as efficiently as possible. Your comfort breaks will be provided at regular intervals during your journey home.
- There is a designated smoking area at the front of the main building.

**Please note: Occasionally we may use an alternative area to carry out the inbound interchange.**

### **What happens at Holyhead/Hull?**

#### On day one

On arrival at the port the interchange will take place. You leave your transfer coach and join your tour coach.

#### On the last day

After disembarking from the ferry you leave your tour coach and join your transfer coach. Crossing times from Holyhead to Dun Laoghaire is between 2 hours and 3 hours 15 minutes, and Hull to Zeebrugge 12 hours 30 minutes.

### **Sea crossings**

All ships used on cross Channel sailings and sea crossings have on board facilities. These usually include:

#### Currency exchange

Shopping areas including duty free, self-service cafeteria, fast food style eatery and a more formal style a la carte restaurant.

You can pay in Sterling or Euros, although your change will be in Sterling.

Crossing time from Dover to Calais is normally 90 minutes. Please see your travel document for details of the timings and routes for your sea crossings.

There is a strict 'No smoking policy' on P&O ferries, however there is a designated outside deck area.

#### Eurotunnel

The Eurotunnel train from Folkestone to Calais takes 35 minutes. During the trip you can leave your coach for a 'leg-stretch' or use the toilets at either end of the train.

In the event of any disruption which may affect the enjoyment of your holiday, we reserve the right to make alternative arrangements on times or routes.

### **Your Holiday Coach**

#### Coach Crew

Your coach crew will welcome you on your holiday at the port of departure. You can sit back and relax, sure in the knowledge that you are in good hands. They will look after you during your holiday and provide information and commentary.

They will also smooth the way through border points paying the necessary tolls and local taxes.

Also, they will look after the payment of any pre-purchased entrance or meal fees during optional excursions.

N.B: When we operate our 3-day programme we may use one driver.

#### Comfort on board

Seating - All seats are designed to recline slightly for added comfort (back row seats may not recline).

Please be aware of guests seated behind you when reclining your seat.

Seat numbers – Seat numbers are not allocated on your transfer service to and from the port of departure. Your main tour coach, however, will have an allocated seat number for each person in your party, as detailed on your travel documents.

#### Seat dimensions and larger passengers

The seats on our coaches are approximately 450mm wide, (17.71 inches). It is in the nature of coach travel that larger passengers whose size exceeds these seat dimensions will reduce the space available for the person sitting next to them. This reduction in space can cause a good deal of discomfort and impact upon their enjoyment of the holiday. If you are unable to sit within the space provided by a seat of

the above dimensions without touching or overlapping any part of the neighbouring seat, you must advise us at the time of booking. In the interests of other passengers, you may be asked to pay for an additional seat (subject to availability) so that you have two adjoining seats, in order to make your booking. If you do not provide us with this information at the time of booking and it is apparent when you join your transfer or tour coach that you need more space than that provided by one seat, you may be asked to pay for an additional seat (subject to availability). If there are no additional seats available, we have the right where we reasonably consider it necessary to do so in the interests of the passenger in the adjoining seat to cancel your holiday. In this case, full cancellation charges will apply, no refunds will be made or expenses met and we will have no further liability to you.

Storage – You may use the storage rack above your head for lightweight articles such as coats and hats. Heavy and/or bulky items must be placed in the coach hold by the driver. No items of luggage must be stored under the seats.

Ventilation – There are ventilation and reading lights controls located on the panel above you. The coach crew, however, control the heating and air conditioning on board.

Entertainment – You may find that your coach has a video/DVD player. Films may be shown at various times during your holiday.

Drinks – Non-alcoholic Hot and Cold drinks are available on board your tour coach and cost only £1 per drink or 1.25 Euro. Only crew members are permitted to serve drinks for safety reasons.

Conveniences – Your main tour coach provides a chemical toilet and a hand wash basin for use during your journey. There may be occasions during the journey when the coach crew cannot empty the 'loo', and if so the toilet may be deemed out of service. If so, adequate rest breaks will be made. Customers are asked to use the toilet facilities sparingly if possible, as stops are made on route for refreshments etc.

Smoking – is forbidden at all times on your vehicle. NB: The use of electronic cigarettes is strictly forbidden.

Luggage – Any items left on the coach or in any of the lockers are your own responsibility. Leger Holidays accepts no responsibility for property left unattended.

## Silver Service

In addition to the standard facilities, our **Silver Service** coaches have seats with extra legroom\*. Your Silver Service coach will be equipped with a DVD and CD player. Films may be shown at various times during your holiday. A satellite navigation system will be on board to track your journey. There is a luxury lounge at the rear of your Silver Service coach allowing for a sociable chat and drink with fellow guests. Please remember that other guests on the coach will want to use this facility. We would kindly request that the seats in the rear lounge are not used as permanent seats while on your tour.

\*Please note: On some coaches the leg room on the front seats and seats directly in front of the washroom may be slightly less than that available on other seats due to the presence of a modesty board in front; these seats may not have footrests. Some coaches may not have flip down tables or a fixed table with a cup holder.

## Luxuria

Our new Luxuria coach features deluxe armchair-style seating with retractable calf rests\*. Every seat has its own, fully-interactive touch-screen T.V. and each row has three seats rather than the usual four, including some seats face-to-face with tables, along with climate control, on board servery, toilet and washroom and USB points at each seat.

\*Please note that screens on the face-to-face seats will be mounted on swing-out arms and not in the seat back. These seats are forward and rear facing with a table and will not have a calf rest.

## Alternative Methods of Travel

### Air

We recommend you check-in for your flight 2½ hours before the scheduled departure time as shown on your travel documents.

If transfers between your arrival airport and hotel are included this will be shown in your holiday itinerary.

### Fly Start/ Fly Return / Fly Both Ways

We recommend you check-in for your flight 2½ hours before the scheduled departure time as shown on your travel documents.

Fly Start – You will join your tour on day 2 of the itinerary unless otherwise stated.

Fly Return – You will leave your tour one day earlier than your fellow guests travelling home by coach.

Fly both ways – You will join the tour on day 2 of the itinerary and leave the tour one day earlier than

guests traveling home on the coach.

Transfers will be provided on arrival and departure dates

Eurostar – You will join the Eurostar at London St. Pancras, Ebbsfleet or Ashford.

**Please note:** if you have chosen to join the Eurostar at Ebbsfleet or Ashford your tickets may state London St. Pancras, as this is where your seat is reserved from.

Join at hotel – If you have chosen to arrange your own transport you are responsible for arranging all transfers required to join and leave the tour. Leger Holidays will not accept any liability for the failure of your own personal chosen transport provider.

## Sea /River Cruise Tips

### 1. Smoking policy on board.

Smoking in public areas, lifts, certain cabins and in the stairwells is strictly forbidden. There are reserved smoking areas in some lounges. Pipes and cigars may only be smoked in designated areas. For fire and safety reasons please note that all cigarettes must be put out in the ashtrays provided and never thrown overboard.

### 2. Visitors policy

Visitors are strictly not allowed on board the ship unless booked on the cruise.

### 3. Sea Cruises

Muster stations and a Muster Practice will be carried out within the first 12/24 hours after boarding. The Emergency drill on board ship will be advised in the Daily Programmes that the passengers are given and it will also be announced via a Public Announcement system. Passengers will have the information in their cabins of the location of the muster stations on board the ship and staff will be on hand to assist all passengers and check cabins as necessary. Passengers will be required to put on their life jackets, which are situated in their cabins for all passengers' (adults, children and infants). Once all passengers are at the muster stations they will be given instructions and advised where to proceed to from there if required.

### 4. River Cruises

Safety information and guidance will be displayed in all cabins, along with life jackets. A Muster practice will not normally be carried out for River cruise boats but an informal briefing may be held.

## Hotels

### Hotel details

Hotel details are included in your travel documents. Some hotels used feature an annexe, in addition to the main hotel building, for guests. No distinction is made between them, as all room types meet the requirements set out in the brochure. More than one hotel may be used for guests on the same coach. Rooming lists are provided to the hotels in advance of your arrival and rooms are allocated subject to availability.

### Handy tips about hotels

Frequently customers point out to us certain elements about overseas hotels, which seem strange to them and cause them to query them with us. Perhaps we can point these out to you so that we can reassure you in advance.

### Hotel Food

Under no circumstances must you remove any food from the dining area in any of the hotels we use. It is absolutely forbidden to make packed lunches from the breakfast buffet.

### Hotels in Italy

Frequently, because of the climate, showers do not have a curtain. This is due to the heat, as the shower areas dry out very quickly. In addition some Italian hotels have shower/ bath towels which are quite thin, as opposed to the more traditional towels. Again this is due to the heat. The towel, once used, dries out very quickly.

### Hotels in Germany and Austria

Often, in more traditional, family run hotels in Germany and Austria, a twin room may have beds, which consist of separate mattresses and bedding within a double bed frame.

### Voltage in hotels

The voltage on the Continent is 220 volts. The voltage in the USA and Canada is 110 volts. Most British appliances require an adaptor which can be purchased at supermarkets, hardware stores, and at the ports of departure.

### Holiday Money

This is of course very much up to you and depends on the length of time you are away and how much you intend to spend. A good suggestion is to take some local currency. Most credit and debit cards will also be accepted at cash machines on the continent. Many hotels used are happy to accept card payments for any extras you may have. However, not all do and it is better to pay for drinks etc. in cash.

Please see your itinerary for details of currency requirements?

### Tipping and gratuities

This is very much up to your own discretion, but we are happy to give some guidelines.

### Service Staff

Staff in cafes and bars will always appreciate any gratuities. Also, if you feel the service you receive was high from your hotel staff – in the restaurant, bar or for housekeeping – gratuities are always gratefully received. It is best to leave any gratuity on the morning of departure.

### Coach Crew

There will always be a crew of two for the continental sector of your journey, Tips are at your discretion and will always be appreciated in recognition of a job well done. Consider a tip of £2.50 per person, per day of your holiday, although you may wish to offer more or less accordingly.

## Excursions

Optional excursions are available on most holidays, and have been carefully planned. These represent excellent value for money and are designed to show you some of the best sights of the local area where you are staying.

These are shown in your holiday itinerary and are extra to the included excursions available. NB: You will need to pay the drivers in local currency for your excursions unless otherwise stated by us.

You can now pay for your optional excursions using a GBP credit or debit card\* during your holiday on all Silver Service and Luxuria coaches.

\*Diners Club, American Express and Electron cards cannot be accepted.

As a general rule, minimum numbers are required to operate optional excursions.

It can happen that if the minimum number is not reached, then the excursion may be cancelled.

**Please note:** Some excursions on some tours are pre-bookable prior to departure. We act as agents on excursions for and on behalf of independent suppliers and we endeavour to promote appropriate safety standards on all organised excursions.

If you choose to make your own arrangements for excursions, please ensure your travel insurance, the operator's insurance and safety standards provided are satisfactory.

## Emergencies

### Loss of personal property

It goes without saying nowadays that you should look after and keep safe personal belongings and money whilst visiting major cities and tourist attractions, as the risk of theft or loss is always present. If you do lose something or have something stolen, as per your insurance policy, you **must** report the incident to the local police within 24 hours.

You must also tell your coach crew who will assist where possible.

Your insurance company requires evidence of the loss or theft occurring.

Please make a note of where and when you made the report and obtain a copy of any written report given to you by the local police.

Always remember to take everything with you when leaving the vehicle. If you leave anything behind, returning the items to you will incur charges, which you will have to pay along with a **£10** administration fee for locating or trying to locate missing/lost items. If your hotel room has a safe, use this to keep your valuables secure.

Be vigilant and well organised and you should not have any problems.

### Emergency contact numbers from mobile phones

INT & EU: 112 & USA: 911. Mobiles will also contact these numbers or be diverted to these numbers if no credit is available.

## Medical Services

You will require an "EHIC" (European Health Insurance Card). This has replaced the old E111 certificate which is no longer valid.

As a UK resident with a EHIC card you are entitled to medical treatment that is necessary, at reduced cost or sometimes free, when temporarily visiting a European Union (EU) country, Iceland, Liechtenstein, Norway or Switzerland. Only treatment provided under the state scheme is covered.

For customers travelling to the Channel Islands or to Andorra your EHIC card is not recognised. You should check your own European travel insurance policy will cover your medical costs in the Channel Islands. Since April 2009 there has been no reciprocal agreement between the UK Mainland and the Channel Islands for free medical treatment. Andorra is not a member of the EU.

### Applying for an EHIC card

You can apply by phone, by post or on-line. You can

apply for your spouse/partner and any children up to the age of 16 (or 19 if they are in full time education) at the same time as applying for your own. If you are a foster parent or guardian (including boarding school teaching staff), you can apply on behalf of any children you are looking after. You must be over 16 to apply as a main applicant. When applying you will need the following information for yourself and others on whose behalf you are applying.

- Name and date of birth
- NHS or National Insurance (NI) number

### Applying by phone

Call **0300 330 1350**, with the above information to hand. Your card will be delivered within 10 days

### Applying online

Apply at **www.ehic.org.uk** and your card will normally arrive within 7 days.

### Applying by post

To apply for a EHIC by post you will need to download and print from [www.nhs.uk/nhsenland/healthcareabroad/ehic](http://www.nhs.uk/nhsenland/healthcareabroad/ehic) Open the 'How do I apply for an EHIC?' section in the list of questions and follow the instructions.

### Finding a doctor

Finding a doctor whilst on holiday will not be a problem. The hotel where you are staying will have details of the local doctor. You may be required to pay for the services of a local doctor, and if so, please make sure you obtain a receipt. Should you or anyone travelling with you require hospitalisation, make sure you have the insurance policy and holiday confirmation with you. If emergency treatment is required, please look at your insurance policy as it will provide details on what to do.

### Pre-existing medical conditions

Please tell us of any pre-existing medical conditions which may affect your holiday by calling customer services on **01709 830 333**

## Customs and Excise

People frequently ask us what they can bring back into the UK. Basically previously taxed goods being brought back to the UK from a EU country will not incur further taxation. There are still limits on the amounts of tobacco products you can bring back from the Czech Republic, Hungary, Croatia, Poland, Slovakia, Slovenia, Lithuania and Latvia. Although they are now in the EU, it is best to practice restraint when purchasing tobacco. Of course, any alcohol or tobacco you bring in, must be for your own personal use and transported by you. You are likely to be

questioned if you have more than 800 cigarettes, 200 cigars, 1kg of smoking tobacco, 110 litres of beer, 90 litres of wine or 10 litres of spirits.

### **Within the EU (including Madeira & Monaco)**

No Duty Free goods can be purchased. Normal allowances apply as shown above, allowing for weight restrictions of hold and cabin baggage.

### **Non EU Countries (including Channel Islands)**

Duty Free goods can be purchased. Guests who have purchased Duty Free goods who are travelling to a final destination outside of the tax territory of the EU may be requested to pay tax on their purchases on arrival at their destination and/or if they bring the same merchandise back into the UK on their return to the UK. Your coach has a limit as to what can be stored in the side lockers and your coach crew will advise you about this. If you are detained by customs for breaking the guidelines, the holiday will continue without you and you will be responsible for your own travel arrangements home and any costs involved. Your holiday with Leger Holidays will be terminated.

### **Essential Health and Safety while you are away**

Please take a few minutes to read our top tips for your safety on holiday. Leger Holidays are committed to working to raise safety standards and strive to provide a "safe and healthy" holiday. To help you have a great time; we have put together this leaflet to highlight certain areas where we recommend you take extra care and consider how best to look after yourself and your family.

### **Transport Safety**

#### Embarking & Disembarking

Exercise care when embarking and disembarking any of our coaches. Take time to familiarise yourself with the steps as each coach may be different. Please beware of any hazards such as curbs, uneven ground which may be in the vicinity and could cause you to slip, trip or fall.

#### Coach Seat Belts

All coaches used from the UK are fitted with seat belts for your safety. It is your responsibility to make sure you use the seat belts provided at all times. We are unable to accommodate extensions to the lap belts. If your party includes children, they should be able to use a seatbelt unaided. If the children are between 0 – 3 years, You must provide a suitable car seat or booster seat compatible with a lap strap belt.

For all other children, if for any reason you believe they will not be able to use a lap belt unaided, you must supply a suitable car seat. Children under fifteen years of age are not permitted to sit in front row seats on any coach. Never leave your luggage in the aisle. Always remain seated until the coach has stopped. American Law does not require seat belts on Tour Coaches.

### **If you do not comply with these safety instructions, you may be refused to board the coach.**

#### Emergency Exits

Once on board, please take a moment to familiarise yourself with the emergency exits on the vehicle. You may find that the crew have provided a written notice on all aspects of the vehicle. They are obliged to inform you on all of its features. If in doubt, please ask a member of your crew to explain them to you.

#### First Aid Kit

Each coach will have a first aid kit on board. You will normally find this towards the front of the vehicle, in the overhead rack, close to the driver's seat.

#### Fire Extinguisher

Each coach is fitted with a fire extinguisher. It is located close to the front of the vehicle near or next to the driver's seat.

#### Your Safety in General

Checks and assessments to determine any potential risk to you or any of our customers are carried out regularly. You will find your coach meets the necessary safety and comfort standards for the duration of your holiday. All suppliers ensure they meet and, in most cases, exceed EU regulations. You can be assured of an enjoyable and safe journey, without risk to you or anyone in your party. Feel free to take advantage of the services and facilities on your holiday, but always with due care to yourself and respecting others.

### **Health advice**

For travel advice you will find The Foreign and Commonwealth Office Advice, for the Country/s to be visited on the FCO website: [www.fco.gov.uk](http://www.fco.gov.uk) For Medical advice such as medication or inoculations for the Country/s to be visited The 'NHS Choices' website will display essential information that maybe required. For information on travel vaccinations please visit: [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)

#### DVT – Deep Vein Thrombosis

The risk of Deep Vein Thrombosis is not confined to just air passengers. Research now suggests that DVT could be just as likely to affect anyone seated in



a confined space for a prolonged period, although there is very little hard evidence linking DVT to Coach Travel. For anyone seated in the same position or an extended time, veins in feet and legs can become constricted. This in turn can lead to the formation of blood clots in the leg, or DVT. Below are some sensible and precautionary measures we would recommend to you. Drink plenty of water to keep you hydrated. Sit so that your legs are as unconstricted as possible. Don't cross your legs for long periods as this position can reduce blood flow in the legs. While seated, massage feet, ankles, lower legs and knees. Exercise the calf muscles by clenching your toes to stimulate blood circulation. Do seat exercises such as ankle rolls and toe pointing. Avoid alcohol and sleeping pills before and during the journey. You may wish to consider wearing surgical stockings during the journey, these can be purchased from most pharmacy's. Following your journey, have a little walk to 'get the circulation going'.

The vast majority of travellers have no problems. However, if you develop swollen painful calves or breathing difficulties shortly after a long journey, then seek medical advice. (But note: slight painless puffiness of feet and ankles is common after a long journey and is not due to a DVT.)

### **The following precautions are recommended for Flu / Viral infections**

#### What can I do to protect others and myself against flu?

The best thing you can do to protect yourself is to follow good hygiene practices. These will help to slow the spread of the virus and will be the single most effective thing you can do to protect yourself and others from infection. When you cough or sneeze it is especially important to follow the rules of good hygiene to prevent the spread of germs:

- Always carry tissues
- Use clean tissues to cover your mouth and nose when you cough and sneeze
- Bin the tissues after one use
- Wash hands with soap and hot water or a sanitizer gel often

There is little evidence of the effectiveness of wearing masks at a mass level; however, properly fitted special grade masks can be worn in situations such as healthcare settings.

#### Gastro-enteritis / Noro Virus

Gastro-enteritis is caused by an infection of the stomach and intestine. The infection interferes with

one of the main functions of the intestines - the absorption of water and its distribution around the body. This is why the most common symptoms of gastro-enteritis are diarrhoea and vomiting; both of which are caused by the excess of unabsorbed fluids in the intestine. It also explains why dehydration is such a common complication in gastro-enteritis. Noro Viruses are the most common cause of viral gastro-enteritis in adults. They are sometimes called the 'winter vomiting disease' because people tend to get them during the winter months. However, Noro Viruses can occur at any time of the year. Noro Virus outbreaks are common, particularly within contained environments, such as hospitals, nursing homes, and schools. This is because the illness spreads very easily from person to person, and the virus can survive for several days in a contaminated area. Noro Viruses can be spread through: contact with an infected person, contact with surfaces, or objects, that are contaminated with the virus, or by eating, or drinking, contaminated food, or water.

Most forms of gastro-enteritis/Noro Virus are highly infectious. It is therefore essential to practise good hygiene, such as washing your hands after going to toilet and before eating food. The most important thing is to replace any fluids that you have lost through diarrhoea and vomiting. You should aim to drink at least two litres (3.5 pints) of water a day. Antibiotics are not normally recommended for the treatment of gastro-enteritis. But a local pharmacist should be able to recommend simple measures to combat the affects.

#### Insect Bite Avoidance

In some resorts, you need to take prevention against biting insects such as mosquitoes. Please cover up arms and legs at dusk and dawn when insects are at their most prevalent and use as a minimum 50% DEET based repellent, which is recommended as the most effective on exposed areas of skin. Repellents should be re-applied at regular intervals especially in hot/humid conditions.

For America, Asia and some parts of Southern Europe it is also advised to use insect repellents during the day, these can be purchased either as a combined sunscreen and repellent or the repellent applied on top of sunscreen. Additional advice can be found on NHS fitfortravel website.

#### Safety in the Sun

To help prevent sunstroke and sunburn, we would recommend you build up the amount of time you spend in the sun gradually, avoiding the hottest part

of the day. Apply high factor sunscreen and re-apply this frequently, particularly after swimming. Always take extra care with children and use water-resistant sun block. Please drink plenty of water to prevent dehydration and if you show any signs of burning, you should get out of the sun immediately.

### Safety in the Cold

Stay well nourished by eating and drinking enough as you dehydrate faster in cold weather conditions.

Dress for the conditions, thermals, hats, scarfs and gloves all keep you warm. Waterproofs and footwear with extra grip for icy conditions on slippery surfaces are essential. Sunglasses for bright days in snowy areas are a useful tip.

## **Hotel Safety**

### Fire Safety

Different countries have different fire regulations and procedures. When you first arrive in your accommodation we recommend that you familiarise yourself with the escape routes and locate the nearest fire exit to your room. If you discover a fire, evacuate the area immediately closing all doors behind you and raise the alarm. Do not stop to collect your personal belongings. To minimise the risk of fire we ask you to take care to extinguish all cigarettes and cigars and avoid smoking in bed.

### Balcony and Glass Safety

If you are travelling with young children in your party, please make sure that they are not left unsupervised on the balcony area. Adults and children should remember not to lean over, sit or climb on the balcony wall or railings. The majority of hotels and apartments overseas are not required to install toughened glass in their windows and balcony patio doors. It is recommended that extra care is taken around these areas, particularly in bright sunlight, as it often may not be obvious whether the window or door is open or closed. Encourage children not to run to and from the balcony.

### Bathroom

We ask you to take care in the bathroom as condensation and water spray can make surfaces slippery and bath or floor mats are rarely provided. Please also familiarise yourself with the taps and fittings as the control and type may differ from that of the UK. Take extra care with hot water and ensure mixer taps are set at a suitable temperature for use.

### Lifts

Children should always be accompanied when using any type of lift. Occasionally you may find that the lift in your accommodation is not fitted with internal

doors. This means that the lift shaft wall is visible when the lift is in motion. Please take care when using this type of lift and stand well back from the exposed wall.

- No smoking in lift.
- Do not use in case of fire.

### Children's Safety

Children's curiosity and excitement about their new surroundings will mean that they are not aware of hazards, which are obvious to adults. Please supervise your children at all times and be extra vigilant about watching your children, particularly when they are on a balcony, using lifts, or, in or around the pool area, by water or at playgrounds.

### Food and Drink

Food and drink is an enjoyable part of the holiday experience, but please remember that moderation is the key, particularly at the beginning of your holiday when the local cuisine may be unfamiliar to you. The tap water in many overseas destinations has a higher mineral content than we are used to in the UK, which can lead to stomach upsets. We recommend that you always drink bottled water and ensure the seal is intact. Where possible avoid ice in drinks. If going off-site to eat, we recommend you check that your food has been thoroughly cooked and is still hot when served. Be careful with salads and seafood. If pack lunches are included within your holiday package, please ensure they are eaten on the day that they are given to you, ideally within 4 hours of them being obtained from the hotel.

### Swimming Pool Safety and Hygiene

The vast majority of swimming pools overseas do not have lifeguards. We recommend that you familiarise yourself with the design and layout of the pool prior to use, taking into account any depth changes or unusual features. To make your time around the pool a '**Safe and Healthy**' one, we would like to share the following tips:

Many pool accidents happen when children are exploring, often soon after arrival. Please make sure you know who is supervising your children at all times.

Please observe the pool rules displayed around the pool area. Most swimming pools in your accommodation will not be suitable for diving, so observe any 'No Diving' signs and do not dive from any raised features around the pool, such as rocks or bridges. The pool surround can often be very slippery; please do not run around this area. Do not

swim immediately after eating a meal and avoid swimming after drinking alcohol. Observe pool opening hours and do not use the pool after dark. Do not use the pool if you are suffering from an upset stomach or feeling unwell. Please take a shower before entering the pool. Ensure children use the toilet before using the pool. In the event of a faecal accident in or around the pool, please report this immediately. Young children and babies should also wear appropriate swim wear (i.e. pool nappies). When using sun lounges around the pool area, please ensure that they are set up properly before use. In the event of an emergency, know how to summon help.

#### Gas Safety

Should you have any gas appliances within your accommodation we advise that you always check that they are turned off when not in use. Carbon Monoxide (CO) is produced by faulty gas appliances or appliances located in rooms that are poorly ventilated. CO is a toxic, colourless, odourless, tasteless gas. The symptoms of carbon monoxide poisoning include nausea, tiredness and headaches. If you suffer from these whilst indoors, but feel better outside seek medical attention. Indications of a faulty appliance include black marks or stains, lazy orange flames instead of crisp blue ones and excessive condensation in the room. If you have concerns speak to reception, tell your Driver / Tour Manager. CO detectors are extremely rare in overseas accommodation.

#### Electrical Appliances

Please exercise caution when using electrical appliances. You should avoid using mains electrical appliances when near water, when physically wet, or when standing on wet surfaces. If you have brought electrical appliances with you from the UK, we recommend that you use an adapter suitable to the local voltage.

#### Room Safety

Please remember to always lock your room or apartment door and to ensure that you do not leave your window or patio doors open (particularly if you are on the ground floor level).

#### Personal Safety

When out and about in resort please be aware of what is going on around you and keep away from situations where you do not feel comfortable. Drugs and alcohol can lead to you being less alert, less in control and less aware of your environment. If part of a group look out for one another and consider

carefully whether you should leave a pub, club or event with someone you have just met. Taxi/Minicab it pays not to accept lifts in unlicensed taxis or from a stranger; it is always safer to share a taxi with a friend or someone you trust. If you do travel alone, sit in the back and avoid giving the driver any personal details. Drinks/Drugs (non-medical): Please don't accept drinks from strangers and avoid sharing or exchanging them. Try to keep your drink with you at all times or ask someone to watch it if you leave your group or go to the toilet. We advise you to have nothing to do with drugs. Possession of even small amounts for personal use may result in severe penalties, including the death sentence in some countries.

#### Beach/Lake Front Safety

When by water familiarise yourself with the area and be aware of heavy surf or undercurrents. It is recommended that you swim where there are other people, preferably where lifeguards are present. Take advice given locally and obey any flag system or warning signs. We recommend that you do not swim after dark, after drinking alcohol or immediately after eating. Children should always be closely supervised, even when a lifeguard is present. Investigate how shelved the area is before allowing children or less confident swimmers to enter the water. Take extreme care when boats and jet skis are in the area. Follow any zoning scheme designed to separate watercraft and swimmers.

#### Getting Around a Resort on foot:

When walking around resort, please take care, as pavements may not be of the standard you are used to in the UK. The rules of the road overseas also differ and pedestrian crossings do not always oblige drivers to stop for pedestrians. Try and avoid walking around dimly lit areas. We would always recommend that you take a resort map (usually available at the accommodation reception) if you are not familiar with your resort. We recommend that you do not carry your valuable belongings around with you (passports, large quantities of money etc.) and store things in your room safe. Remember to familiarise yourself with the direction of traffic.

#### Mopeds:

We advise against moped and motorbike hire. If you do hire such vehicles or quad bikes, etc., please wear a crash helmet and ensure that you are confident in relation to the safe operation of the vehicle.

### Tropical Storms – America, India, & China

Some of our destinations are in parts of the world where Hurricanes, Typhoons or Cyclones occur. These are intense storms with winds exceeding 75mph and can be accompanied by heavy rain and high seas. All hotels and local areas will have plans in place but we will also communicate with you when we are advised of an impending storm.

#### There are 3 stages of advice:

Alert: Intense storm in the general vicinity but could still be several hundred miles away, however, predictions are it may come closer to your resort. We will keep you advised of its track.

Watch: Announced when an intense storm is 36 hours away but heading towards your resort. This still means it may not be imminent as it could yet change direction. At this point you will be advised to remain within the hotel grounds and follow any instructions given to you by the hotel management or representative.

Warning: An intense storm is expected to strike your resort within 24hrs, it is imperative you follow instructions given to you by your hotel management or representative. Secure all your valuables, passports and documentation in safety deposit. Pack a bag with essential items e.g.: medication, glasses, toiletries, towel and change of clothing. Pack any baby food or nappies if travelling with small children. For your safety alcohol will not be served during this time. You will be advised of the safest place to go. Stay away from any glass windows or doors. Do not attempt to go outside even when the storm appears to have passed as this could simply be the calm eye of the storm before the winds return with even greater force in the opposite direction. You will be advised when it is safe to leave.

### **Feedback**

Please - tell us what you think. We spend and devote much time in planning our holidays with you the customer in mind, and we want you to have a great holiday away with us. Our desire is to offer you a trouble free time, where you can relax, get to know new people, make new friends and discover new places. Please speak to your coach crew if you encounter any difficulties or you believe that any information given in our brochure is misleading in any way. They represent Leger Holidays and are there to resolve any problems you may have, so that you can continue to enjoy your holiday. Remember that if you do not bring a problem to our attention, then we cannot try to solve it. We strive to provide the very

highest standard of customer service and encourage feedback from you, our customers. Your comments enable us to see which elements of a holiday you particularly like, and which elements we can perhaps improve. So please pass on any thoughts you may have – good or not so good, and we would thank you for taking the time to share your comments with us. You can contact our Customer Relations team as follows:

#### By phone

Call us Monday to Friday from 9am to 5pm on **01709 833 813**

#### By Email

Email us at: [customer.relations@leger.co.uk](mailto:customer.relations@leger.co.uk)

#### By post

Write to us at: **Customer Relations, Leger Holidays Ltd, Canklow Meadows, Rotherham, South Yorkshire S60 2XR**

Finally! You should now have everything you need to have a great holiday. So please do not forget your passport and of course some money and relax and let us take care of you. If you are unsure of anything, please call our friendly Customer Services team on **01709 830 333**, who will be happy to help you with any query you may have before you depart.