

FACTS OF LIFE IN LATIN AMERICA



Many of the tourist facilities in Latin America have been developed to European standards and you may well be pleasantly surprised by the high quality of some of the hotels, cruise ships or yachts, and by the friendly professionalism of the staff who will look after you. However, many areas of Latin America are underdeveloped, with much lower standards of safety, hotels and transport than those required in the European Union. Passengers travelling on our trips must be prepared for these 'third world' circumstances and the possibility of long delays, changes and discomfort at times. Very often local cultures and traditions do not place the same emphasis on speedy service and timetables that our busy lifestyles do. We travel to experience other people's way of life, including such differences, and with patience, tolerance and realistic expectations, it is easy to unwind and enjoy a memorable holiday.

Our representatives and ourselves will all do our best to minimise any inconvenience and smooth the way as much as possible.

Travellers' Guide from Veloso Tours

All clients booking with us receive a comprehensive personal Travellers' Guide with information and suggestions on how best to prepare for travel in Latin America. This covers important issues such as health and vaccination, climate and clothes, money matters, luggage, security, flight reconfirmation, meeting your guides and airport transfers. Please make sure you have received it.

WHAT THE PRICE INCLUDES

All the Tour Prices shown include the following: accommodation in standard rooms or cabins with single beds, service charges, local taxes, transfers from the airport to the hotel and back, excursions with an English-speaking guide, all transport by car, minibus, train or coach unless otherwise stated when travelling to the next destination. All the services as described in the itinerary are included. Meals as shown in the itinerary using these abbreviations: *B* for breakfast, *L* for lunch, *D* for dinner. Flight prices include Economy Class transatlantic and internal flights with UK and all taxes payable in advance. The help, support and assistance of English-speaking Veloso Tours representatives in each country visited throughout the itinerary.

First Class Individual Tours

Accommodation in standard rooms at FIRST Class hotels or best in the area with PRIVATE vehicles, transfers, excursions and guide to save time and allowing for stops and optimising the route, with more flexible times and duration.

Tourist Class Individual Tours

Accommodation in standard rooms at TOURIST Class hotels with SHARED group transport, transfers, guide and excursions

wherever available, in order to reduce the cost. This does entail a fair amount of time spent waiting, collecting and returning other passengers to their hotels and there is no choice of route, time of departure or duration.

Escorted Group Tours

Enjoy the benefit of having the Veloso Tours Leader/ Guide (Profiles and roles on pages 12-13), full-time with you throughout the itinerary, from the day of arrival in Latin America to the day of departure back home. The Tour Leader will look after all the day to day management of all the tour arrangements, solve any problems that may arise, providing leadership, advise and information on the countries and cultures visited. Group Tours also include all accommodation in standard rooms at Tourist Class hotels, Lodges or First Class hotels as appropriate, breakfast, service charges and local taxes and transport, transfers, excursions and economy class flights as listed on the itinerary. Please request the complete list of hotels booked for each Group departure.

Guaranteed Escorted Group Departures

All escorted Group departure dates shown in our brochure are guaranteed to operate with a minimum of 8 passengers in order to form a group and we impose a maximum of 20

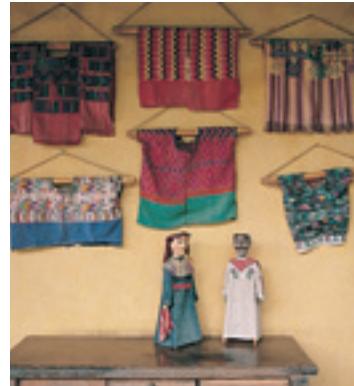
Accommodation

In selecting our hotels we have looked for style and character to enable clients to feel the identity of the country and culture that they are visiting. Many towns and villages in Central and South America have excellent colonial style hotels with beautiful decor and comfortable facilities, even luxury. Unfortunately it is not always possible to find hotels with character in some of the towns and villages, or our first choice may not be available, in which case we use other hotels inspected and, in our opinion, providing a good level of comfort, facilities and service.

We have graded the hotels that we use on our tours as follows:

Deluxe Hotels are 5-star properties. More and more hotels and haciendas have opened in Latin America bringing a level of service, character, luxury and comfort that rivals the best in the world.

First Class Hotels are 4-star standard available throughout Latin America,



Items not included in the price: Passport and visa costs, insurance, overseas departure and airport taxes, portage at the hotels and airport, meals not listed, personal expenditure, gratuities

Documentation & Local Representatives

Clients travelling on Individual Tours first receive an itinerary proposal listing the price, all the hotels, transfers, excursions and services to be provided. Once you have paid in full we provide a final itinerary with all the contact details, addresses and telephone numbers of your hotels and local representative agents. On Individual Tours, you maintain a supervisory role over the whole itinerary and the services to be provided, calling our agents or guides to check departure and meeting times. Our local representatives have English-speaking guides and staff to answer any questions you may have and are able to provide additional excursions, restaurant suggestions or general information.

Veloso Tours 24 hour UK Duty Officer

For peace of mind, passengers travelling with Veloso Tours are provided with a 24 hour emergency telephone number manned by a duty officer, 365 days of the year, should it be necessary to contact the company at any time for help and assistance in an emergency.



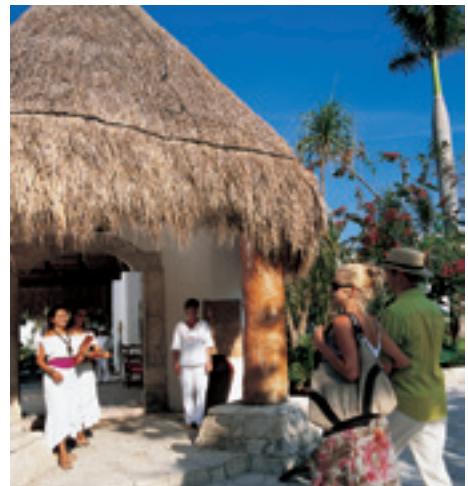
offering comfortable rooms of a reasonable size with private toilet and shower facilities, telephone, television and air conditioning or heating. These hotels have a restaurant and bar, security boxes, and some have a swimming pool whilst all have a reasonable standard of decor.

Tourist Class Hotels are the equivalent of 2 or 3-star hotels. All the rooms offered to our clients will have private toilet and shower facilities, and whilst these hotels will serve breakfast they will not necessarily have a restaurant serving lunch and dinner. These hotels provide an excellent base should you wish to spend most of the time sightseeing and will not stay much time in the room other than sleeping, yet demand a good standard of facilities, safety and cleanliness.

Lodges are available at remote locations such as in the rainforest, the mountains or the deserts. These are sometimes basic and built using local materials in keeping with their surroundings; they are often wooden with thatched roofs. Rooms are simply furnished with a bed, mattress, blanket and sheets, some with mosquito nets, separate toilets and showers facilities sometimes being shared. All have a dining area, cooks, staff and guides.

Shared Individual Tours

We provide services as on Individual Tours with different guides at each destination but, as there are set departure dates, you may travel with the same group of people in the same hotels, on flights, all transport, transfers and excursions. Once each service is delivered, you have time on your own.



BOOKING PROCEDURE

Brochures can be obtained by post, on our website www.veloso.com, collected from our office or from your travel agent. We are open from Monday to Saturday from 09.00 to 18.00 and you are welcome to telephone us or come to our office to discuss your travel plans and make reservations.

Escorted Group Tours:

- Telephone us or your travel agent to check that your tour is available.
- Complete the booking form and send it to us together with a deposit of £400 per person.
- We will send you our confirmation, invoice and Travellers' Guide.
- You send us the balance eight weeks before departure or by return post.
- We send you your tickets and documentation no later than two weeks before departure.

Individual Tours:

- Complete the booking form and send it to us or to your travel agent together with your deposit of £400 per person.
- We will contact our representatives in Latin America and make all the reservations for you.
- Within three days we will send you a confirmation of your complete itinerary, details of flights, dates, times, hotels, cruises, excursions and will show if there is any item awaiting confirmation.
- Once you have received confirmation of the full itinerary to your satisfaction, you send us the full payment eight weeks before departure.
- We will send you your tickets, vouchers, final itinerary and documentation no later than two weeks before departure.

Bespoke Tour Itineraries:

- We will be pleased to discuss your travel plans by telephone or you may visit our office.
- The process of preparing your personal itinerary may involve a certain amount of liaisoning to arrive at an itinerary that best fits your requirements.
- We will send you a written proposal for your itinerary and once you are happy with the tour and price, you send us a deposit of £400 per person together with your booking form and we complete the booking in the manner described above in Individual Tours.

HEALTH & VACCINATIONS

All passengers should consult their doctors for proper medical advice and vaccinations in good time before travel. It is important to consider taking precautions against illnesses in the area that you are visiting, but these vary widely and there are no compulsory vaccination requirements for passengers travelling from Europe or the United States. All passengers arriving in Brazil from Bolivia, Ecuador & Peru MUST have a Yellow Fever Vaccination & Certificate taken at least 21 days earlier. There is a Health Information Service on 0845 46 47 or MASTA Travellers Health advice website www.masta-travel-health.com validated by the London School of Hygiene and Tropical Medicine. However, vaccines are only the first step. It is just as important to take precautions while travelling since the reality is that the more common ailments may prove to be the most disruptive. When we confirm your booking we will send you our pre-departure Travellers' Guide with essential information for your journey.

SPECIAL REQUESTS / INTERESTS

Our commitment to our clients' comfort leads us to try to satisfy special requirements in order to make your trip as enjoyable as possible. We require a written note on the booking form with any such request, highlight, essential requirement or special interest you may have. To make sure, we will book it first and confirm to you that we can provide it.

SAFETY & SECURITY

It is important that you should be aware, before you book your holiday, that standards of health, safety and security in many parts of Latin America do not meet European standards. Many areas are poor, underdeveloped, with different priorities and a serious lack of resources to import the standards and technical ability that we enjoy in Europe. Visiting Latin America means being part of the life and standards in those countries, with all the limitations of their social, economic, political and regulatory conditions.

Unfortunately crimes against people and their property can occur everywhere in the world and Latin America is no exception. Travellers have the same obligation to look after their personal safety, health, security and possessions as they do at home. Our Travellers' Guide provides information and suggestions on precautions to take while travelling. Since the situation is constantly changing, you may wish to check the advice and up-to-date information issued by The Foreign and Commonwealth Office Travel Advice Unit by phone 0845 585 028 29 or on BBC2 (Ceefax) page 470 or at their web site www.fco.gov.uk

OUR PRICES

We aim to provide a competitive price consistent with the high quality of our service, consumer protection and commitment to our clients. The prices in this brochure are correct at the time of going to press, but are not guaranteed and may change over time. We will quote you the exact price when you first enquire, for you to consider and agree, before you decide to book and before we confirm your booking and take your deposit. Once you receive our confirmation invoice our prices are guaranteed if you pay in full within one month from the date of the invoice.

Our prices may bear no relation to prices of services in Latin America, available and payable locally at the time of travel, contracted by local agents or special promotions. We cannot provide a breakdown of prices other than those shown in our brochure. Please note that travel arrangements are not always purchased in local currencies and any apparent changes in local prices have no impact on the price of your travel due to contractual and other protection in place.

Prices shown for Escorted Group Tours and Individual Tours include Transatlantic flights and all internal flights and the land tour services listed on the itinerary. We can take out the value of the flights so you arrange your own flights, perhaps as part of a round-the-world ticket, or on airmiles.

Single Travellers and Own Room / Single Room Supplement

The price shown for a single traveller on an Individual Tour includes the cost of a single room. The single room supplement or price for Own Room applies to those who prefer to stay in their own room, just for you, when several people travel together. A person travelling alone on one of our Group Tours can avoid the cost paying for a single room if he or she is willing to share a room or cabin for double occupancy, and there is a person of the same gender who is also willing to share.

FLIGHTS

Special Reduced Fares and Restrictions

Prices in this brochure and tailor-made quotations are based on special leisure airfares and conditions offered to us by the airlines primarily for holiday travel, as opposed to the normal IATA fares used mostly for business travel. These represent a reduction on the normal IATA fares which entitle passengers to privileges and flexibility that leisure passengers do not normally require. Tickets at our special fares are 100% non-refundable, valid ONLY on the airline, flight and dates shown and do not entitle passengers to switch to another airline in case of a flight cancellation, delay or technical problem with the aircraft or the reservation. However, we are able to offer higher IATA airfares and aircraft charters to clients for whom these restrictions are not acceptable.

Flights with Special Service Classes

For more comfort, most airlines have their own special service class on board, called Club World, First Class, Upper Class, Business First and so on, providing passengers with larger reclining seats, sometimes flat beds, better meals and other benefits at a premium fare. However, there is no uniform equivalence between each airline's service classes, and the prices and service offered are very different. Please ask for our advice, price and details of the service each airline provides.

Delays, Reservations and Problems with Flights

The vast majority of flights operate without any problem, particularly off peak. The reality of air travel in the world today is one where the volume of flights and passengers at the airports, together with congestion and economic pressures, lead to the possibility of lost luggage, delays, cancellations and the overbooking of flights. The whole process of going through crowded airports, queues, check-in, officials, endless security and flights, is not an enjoyable experience, but rather a test of patience and endurance. Clients travelling long haul must be aware of this reality and must be prepared to cope with the consequences of any disruption, including delays that may be in the order of a few minutes or several long hours. Normally airlines provide accommodation and meals or refreshments if the wait is prolonged but this may not be the case with some smaller airlines in countries with limited resources. The airline ticket entitles you to be taken from A to B but it does not guarantee when or how. It is common sense that in everyone's interest, airlines have a paramount concern for the safety of their crew and passengers, therefore timekeeping is of secondary importance should the airline find or suspect any technical problem with the aircraft, crew, weather or air traffic control. In addition, clients should accept that, at times, airlines may have to change the type of aircraft used and the destination airport, in which case you will be taken back to your original destination, on alternative transport, as soon as possible.



VELOSO TOURS

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London W3 0RG

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Email: travel@veloso.com

Website: www.veloso.com



ABTA
The Travel Association
ABTA No. W1095



IATA
ACCREDITED AGENT
91278751

BOOKING CONDITIONS

Your holiday contract is with Veloso Tours Limited a member of ABTA (W1095) and holds ATOL 5153.

This brochure was published in April 2016 and is valid until superseded. The holidays featured are operated by Veloso Tours Ltd (the Company) which is registered in England under company no. 3612863. The following conditions, together with the information set out in the relevant brochure descriptions, will form part of your contract with the Company:

1. BOOKING YOUR HOLIDAY

To secure your booking you should complete and sign the Veloso Tours Booking Form and forward to the Company together with the relevant payment (see Section 2 below). A contract will exist when we accept your reservation and issue our confirmation invoice. When you arrange your holiday direct with the Company all correspondence will be forwarded to the lead passenger on the booking form unless otherwise stipulated. If your booking is made through a travel agent, all communication by the Company will be made to the travel agent. Special requests should be included in the booking form. The Company will try and arrange for special requests to be met, but these cannot be guaranteed. The Company will not be liable if any special request is not met.

2. PAYMENTS

A deposit of £400 per person* is payable together with a completed and signed booking form. Upon receipt of this the Company will forward our confirmation invoice showing the amount received. Payment of the balance is due by return for the full price guarantee, or at anytime you wish to pay but no later than 60 days before departure.

*A further pre-payment may be required on certain holidays for flights, cruises and special events i.e. Carnival.

If the booking is made within 60 days of departure, full payment is due by return, as soon as you have received our confirmation invoice. If the holiday is made through a travel agent, all monies paid by the client to the travel agent, under or in contemplation of a contract with Veloso Tours Ltd, are held by the travel agent as an agent of Veloso Tours Ltd. If payment is not received by the due date, the holiday or travel arrangements will be liable to cancellation and if cancelled will mean the loss of your deposit and all pre-payments. Tickets and other travel documents will normally be forwarded to you 14 days before your date of departure.

3. PRICE GUARANTEES

All prices in this brochure are calculated on rates of exchange as published in the Financial Times on the 10th October 2015 in relation to the US Dollar, UK Sterling and Euro and local currencies in Latin America.

No Surcharge Guarantee - The price of your holiday, which we confirm to you in writing when we confirm your booking, is fully guaranteed and will not be subject to surcharge under any circumstances if you pay in full within 30 days of the date of the invoice or immediately if your departure date is within 60 days.

Should you prefer not to pay in full within 30 days of the date of your confirmation invoice, your holiday price may be subject to surcharges in certain unusual circumstances resulting from: government action, currency fluctuations, increase in schedule airfares, transportation and fuel costs and taxes. Should there be an increase in your holiday price, we will absorb up to 2% of your total holiday price (excluding any pre-payments made). If the surcharge is greater than 10% of your total holiday price you are entitled to cancel your holiday and receive a full refund of the deposit paid, excluding all pre-payments made for particular services.

Once paid in full, the price of your travel arrangements is fully guaranteed and will not be subject to any surcharges. We reserve the right to make changes and correct errors in quoted prices at any time before your holiday is confirmed.

4. CANCELLATION BY YOU

Any cancellation by the client must be advised in writing to the Company (signed by the same person who signed the booking form). Cancellation will only come into effect on the day written advice is received by the Company. Recorded or Special Delivery is strongly recommended. Upon receipt the following charges will be payable by the client (excluding insurance premiums, advance payments for flights, cruises, hotels, special events, and amendment charges paid which are non-refundable), depending upon the number of days prior to departure.

Days prior to departure date when written advice of cancellation is received:	% of holiday price payable :
Up to 60 days prior	Deposits and all advance payments forfeit
59-32 days prior	60% of total holiday and all advance payments
31 days or less	100% of total holiday cost
For cruises, hotels, special events and flights, it may be necessary to make an advance pre-payment and all these monies paid are 100% non-refundable under any circumstances. We strongly recommend that, at the time of booking, you take out full insurance including cover against loss of deposit or cancellation charges.	
Force Majeure: This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions.	

5. ALTERATIONS TO A CONFIRMED BOOKING WHILST ABROAD

Clients cannot make any changes to their travel arrangements after the date of departure and while on holiday except in exceptional circumstances of 'force majeure' with the consent of the Company. Should you decide to alter your travel arrangements whilst abroad the holiday becomes your own responsibility, and Veloso Tours Ltd. or the Company's agents are not responsible for any extra costs or difficulties that may arise with onward travel or services paid for but not delivered or delivered substandard.

Please note that when you book any excursion or service locally, you contract with the local service provider or its agents and not with the Company. The Company has no legal liability or obligation for the services provided or the monies paid, and any claim that you might have arising out of the excursion or service will be against the local service provider and subject to their terms and conditions.

We regret that no credit or refund is possible for unused services provided in the cost of your holiday, flights, hotel accommodation or transport.

6. CANCELLATION OR ALTERATION BY US

We expect and hope to be able to provide you with the services we confirmed to you at the time of booking. However, we plan arrangements many months in advance of your holiday, and use the services of independent suppliers such as hotels and airlines, over whom we have no direct control.

Flight and transport times are given as an indication only; transport operators have no obligation to adhere to any specific timetable. In the event of the Company having to alter, amend or cancel the holiday we will endeavour to contact you and/or your travel agent as soon as reasonably possible. If we have to cancel your holiday you will be able to purchase another holiday from us or obtain a full refund of all monies paid. Most changes which arise are minor, but if we consider them a MAJOR CHANGE before your departure we will provide you with 3 alternatives:

1. Accept the alternative offered (at additional cost if applicable).

2. Purchase another available holiday from us.

3. Cancel your holiday with a full refund of all the monies paid.

In addition, if we have to make a major change or cancel your holiday within 8 weeks of departure, each person affected will also be entitled to the following levels of compensation:

60-42 days £10 27-15 days £30

41-28 days £20 14-0 days £40

IMPORTANT NOTICE - We cannot be liable to pay any compensation if we are forced to cancel or in any way change your holiday as a result of situations outside our control and 'force majeure' which neither we nor our suppliers could foresee or forestall even with all due care. For example technical or maintenance problems with transport, changes imposed by rescheduling or cancellation of flights by an airline, the alteration of the airline or aircraft type, war or threat of war or civil unrest, civil strife, industrial disputes, fire or bad weather, terrorist activity, natural or nuclear disaster.

7. FLIGHTS, SCHEDULES AND TIMEKEEPING

All transport timings are only estimates provided by the carrier concerned and cannot be guaranteed.

Anyone embarking on one of our holidays should not expect any transport times to be punctual since there are paramount safety considerations for passengers and crew that override any personal need to be on time. In addition, many cultures that we visit do not share the importance that we attach to timekeeping. Their tradition is to tolerate these delays and drawbacks but benefit from a relaxed approach to day-to-day life, which we are there to observe and experience.

Transport arrangements by air, sea or rail are subject to operational decisions by carriers, airports and air traffic control restrictions, which may result in delays, lost or delayed baggage, diversions or rescheduling to a later date. Veloso Tours has no control over such decisions and is therefore unable to accept responsibility for them. The Company accepts no responsibility for the overbooking of flights and for the consequences of flights missed owing to the passenger's failure to reconfirm their flight reservations. Your flight ticket commits the airline to take you from A to B but it carries no guarantee as to when that will be. Clients should be aware that flights to long haul destinations are often full and it may not be possible to travel in the non-smoking area or be allocated seats together.

8. OUR RESPONSIBILITY AND COMMITMENT TO YOUR HOLIDAY ARRANGEMENTS

Veloso Tours is licensed by the Civil Aviation Authority, ATOL no. 5153, and bonded with major banks/insurance companies to protect customers' holiday payment and repatriation. The Company accepts responsibility if you suffer death, personal injury or illness as a direct result of the negligent acts and/or omissions of our employees or agents, suppliers or sub-contractors whilst acting within the scope of, and in the course of their employment to provide any service or arrangement forming part of the holiday that you have booked with us. However, the Company will not accept responsibility if there has been no fault on the part of the Company or its suppliers and the loss, death or personal injury suffered is attributable to your own acts or omissions, to the acts or omissions of a third party not involved with providing the services which make up your holiday, or to the unusual or unforeseeable circumstances whose consequences could have been avoided or anticipated. If any client suffers death, illness or injury whilst overseas arising out of activity which does not form part of the inclusive holiday arrangements or excursions arranged through us, we shall at our discretion offer assistance, provided we are advised of the incident within 90 days of the occurrence. Where legal action is contemplated, our authority must be obtained prior to commencement of proceedings and be subject to your undertaking to assign any costs recovered or any benefits received under an appropriate insurance policy to ourselves. Veloso Tours Ltd.'s costs in respect of the above on behalf of you and your party shall not exceed £5,000 in total. In respect of carriage by air, sea and rail, and the provision of accommodation, our liability in all cases will be limited in accordance with the relevant international conventions.

9. YOUR RESPONSIBILITIES

Clients are responsible for obtaining all passports, visas, health certificates, international driving licenses, travel documents, vaccination certificates, currency and travellers cheques required for the holiday and to ensure that these are in order. You are responsible for arriving at stated departure places and times and it is incumbent upon clients to behave in a responsible, restrained and sober manner when dealing with the local authorities, fellow travellers and our local suppliers and representatives.

By travelling on one of our tours, clients agree to accept the authority and decisions of the Company's employees, Tour Leaders and agents whilst on tour with the Company. If in the opinion of such persons of authority the health or conduct of a client at any time before or after departure appears likely to endanger the safe, comfortable and happy progress of a tour the client may be excluded from all or part of the tour. If a client commits any illegal act the client may be excluded from the tour and the Company shall cease to have responsibility to or for them.

10. COMPLAINTS

Most problems can be sorted out straightaway if we know about them. If you have a complaint you must report it immediately to our staff, supplier, or local agent or representative, or the emergency contact telephone numbers provided with your travel documents, so that we can do our best to investigate and rectify the situation. Failure to inform us of a problem may affect your consumer right to compensation. If the problem cannot be resolved locally and you wish to complain full details must be sent in writing to: Customer Relations Department, Veloso Tours Ltd.

In the unlikely event that disputes arising out of, or in connection with, this contract cannot be amicably settled they may be referred to arbitration, if the customer so wishes, under a special scheme arranged by the Association of British Travel Agents, and administered independently by the Chartered Institute of Arbitrators.

The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or can be obtained from the ABTA website (www.abta.com).

The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness, subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within nine months of the date of return from the holiday. Outside this time limit arbitration under the scheme may still be available if the Company agrees, but the ABTA Code does not require such agreement.

This contract and any matters arising from it are governed by the laws of England and Wales and are subject to the jurisdiction of the Courts of England and Wales. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

11. ATOL CONSUMER & FINANCIAL PROTECTION

All the flight-inclusive holidays in this brochure are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate. Our ATOL number is 5153.

Holidays booked with Veloso Tours that do not include flights are covered by our licence with ABTA.



THIS BROCHURE: The information in this brochure, to the best of our knowledge and ability, is correct at the time of going to print. During the validity of the brochure, hotels will change facilities, airlines will change their flights and circumstances and the countries visited will also change. We will advise you of these changes before departure, wherever possible. At times these changes may affect your travel arrangements, and in such cases our local representatives will provide alternatives and rectify the situation within the constraints of what is available.

MAPS: The maps in this brochure are illustrations and are not accurate representations of the countries and towns in Latin America.

12. ATOL CERTIFICATE

When you buy an ATOL protected flight or flight inclusive holiday from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternate ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to the alternate ATOL holder. However, you also agree that in some cases it may not be possible to appoint an alternate holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

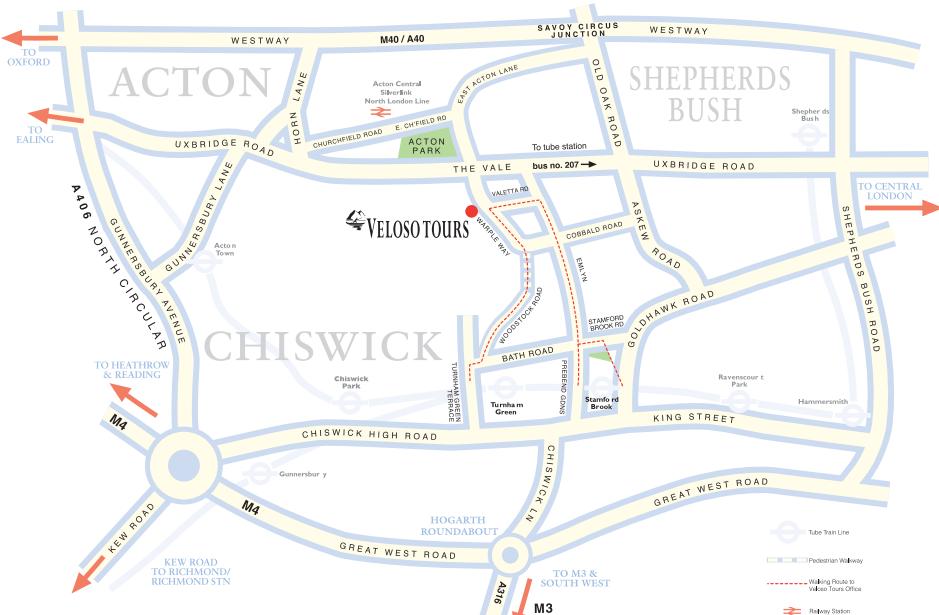
If we, or the suppliers identified in your ATOL Certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

VELOSO TOURS SERVICE VOUCHERS

SERVICE Voucher - We also have GIFT Certificates available

Our Service Vouchers are given to you as part of your final documents and tickets to take with you to Latin America. Each Voucher shows the services we have booked for you and it repeats the information listed in your final itinerary. Should you be asked, the vouchers are exchanged when the service is provided at your destination although in reality, we guarantee that services are provided even if you do not present a voucher. The purpose is to offer you clarity, reassurance, peace of mind and a confirmation of each service, (hotel, airport transfer, transport, excursion, cruises, etc.) purchased from us as part of your tour.

- 1 Service & hotel details.
- 2 Date and duration.
- 3 Our contact details .
- 4 What is included.
- 5 Your name.
- 6 Local representative.



TRAVEL INSURANCE IS MANDATORY WHEN YOU TRAVEL WITH US

INSURANCE

All persons travelling with VELOSO TOURS must have Travel Insurance as it is a condition of booking with us. You are welcome to arrange your own Travel Insurance and provide us with confirmation of cover. Travel Insurance with full cancellation and deposit cover should be taken out at the time of booking.

Please contact Campbell Irvine to arrange Travel Insurance cover:

Telephone - 020 7938 1734
Email - info@campbellirvine.com
or contact VELOSO TOURS for details of how to apply online.

Campbell Irvine is authorised and regulated by the Financial Conduct Authority (FCA). This can be checked on the FCA website www.fca.org.uk or by contacting them on freephone 0800 111 6768.

Veloso Tours is an Introducer Appointed Representative of Campbell Irvine Ltd

DURATION

	ADULT PREMIUM
Up to 9 days	£62.00
Up to 17 days	£69.00
Up to 24 days	£76.00
Up to 32 days	£83.00

FAMILY PREMIUM

(Rate for 2 parents under 66 years travelling with up to 4 dependent children 18 years old or under)
£155.00
£172.50
£190.00
£207.50

WORLDWIDE INSURANCE EXCLUDING NORTH AMERICA.

N.B. CHILDREN 18 OR UNDER - 50% WITH INSURED ADULT • INFANTS FREE WITH INSURED ADULT PERSONS 66 - 69 YEARS : DOUBLE THE PREMIUM.
FOR PERSONS AGED 70 AND OVER, TO ENQUIRE ABOUT HIGHER COVER, WINTER SPORTS AND FOR DETAILS OF THE POLICY COVER, PLEASE CONTACT CAMPBELL IRVINE DIRECTLY ON 020 7938 1734

INSURANCE COVER AND LIMITS

SECTION A - Medical Expenses	£10,000,000
In Patient Benefit	£200
Criminal Injuries	£5,000
Additional Mountain Rescue	£2,000
Personal Liability	£2,000,000
SECTION B - Personal Accident	£25,000
SECTION C - Cancellation & Curtailment	£3,000 (Can be Extend)
SECTION D - Delayed Departure or Arrival	£100
Cancellation due to Delayed Departure	£2,000
Hijack of Aircraft	£3,000
Interruption of Transport	£300
SECTION E - Personal effects (valuables limited to £350)	£2,000
Passport & Visas & Travel Documents	£250
Personal Money	£500
Tickets	£1,000
Temporary Loss of Luggage	£100
SECTION F - Legal Expenses	£25,000

EXCESSES - Sections A, C, E, G are subject to an excess of £70 per person per claim. Section F and Personal Liabilities, are subject to an excess of £250 per person per claim.

IMPORTANT NOTICE - This is only a summary of cover, full details of the cover provided are shown in your Policy Document. You will be asked to read it carefully to ensure you are happy with the cover provided which is offered on a Non Advised basis from a single insurer. The policy contains a 4 day Cooling Off Period and details of how to make a claim and who to contact in the event of a medical emergency.

IMPORTANT Health Screening:

The policy contains certain terms, conditions, exclusions and excesses. In particular, cover is excluded for any defined pre-existing medical conditions from which you, or any person upon whom travel depends are suffering. If in doubt please contact the insurers medical helpline, in confidence, on 01702 427 237 as additional cover may be purchased directly from the insurer's medical screening helpline for certain pre-existing medical conditions.

All policy details shown are correct at time of going to print. All premiums are shown inclusive of Insurance Premium tax.



ABTA
The Travel Association
ABTA No. W1095

34 Warble Way London W3 0RG UK Tel: 020 8762 0616 Fax: 020 8762 0716 Email: travel@veloso.com Website: www.veloso.com



BOOKING FORM

YOUR DETAILS

Party Leader or Travel Agent (Address for correspondence)

Mr/Mrs/Ms (Surname)..... First Name.....

Address..... Postcode.....

Tel(H).....(W).....Fax..... Email

Party Details

Mr/Mrs Ms	First Name (as appears on your passport)	Surname (as appears on your passport)	Occupation	Date of Birth	Passport Number Place, Issue & Expiry Date	Nationality	(V)	(S)	No of Hotel Rooms	
							Single	Double		

(V) = Vegetarian (S) = Smoker

CONTACT NUMBER IN THE UK WHILE YOU ARE AWAY: *In case of an emergency, please fill in the name of a relative or friend we can contact.*

Name..... Relationship..... Telephone number(H).....(W).....

MEDICAL HISTORY: Do you or any of your party suffer from any medical conditions? *If so please state name and condition*

Name..... Condition.....

YOUR HOLIDAY DETAILS

Please fill in your holiday details below:

Tour Name/Resort details/ Optional Extensions	Code	Destination/s	Date of Departure	Duration of trip	Departure airport	Upgrade to club class
						Yes/No
						Yes/No
						Yes/No
						Yes/No

REMITTANCE ADVICE

Deposit: PERSONS @ £400 PER PERSON

FULL PAYMENT WHEN BOOKING LESS THAN
8 WEEKS PRIOR TO DEPARTURE

Sum of: £ :

PAYMENT DETAILS

I/Wish to pay by credit card* (tick box).



*For security reasons we will contact you by telephone to pay by credit or debit card.

Please enclose a cheque made payable to 'Veloso Tours Ltd' for the amount shown above.

(or if applicable, your ABTA travel agent)

TRAVEL INSURANCE

Travel insurance is required for travel with Veloso Tours. Please provide details of your travel insurance with cover equivalent to the cover shown on page 185 of our brochure. We require a photocopy of your travel insurance including an outline of the amounts you are covered for, your policy number and 24hrs emergency telephone number.

SPECIAL REQUESTS / ESSENTIAL HOLIDAY REQUIREMENTS / OBSERVATIONS
TRAVEL AGENT STAMP (IF NECESSARY, PLEASE CONTINUE ON A SEPARATE SHEET)

I have read, understood and accept, on behalf of all the members of my party, the information in the Veloso Tours brochure relevant to my holiday, the introduction, booking procedures, practical information, insurance and Booking Conditions.

SIGNED..... DATE.....

CLIMATE CHART

	January			February			March			April			May			June			July			August			September			October			November					
	High	Low	Ave Rainy Days	High	Low	Ave Rainy Days	High	Low	Ave Rainy Days	High	Low	Ave Rainy Days	High	Low	Ave Rainy Days	High	Low	Ave Rainy Days	High	Low	Ave Rainy Days	High	Low	Ave Rainy Days	High	Low	Ave Rainy Days	High	Low	Ave Rainy Days						
LONDON	7	3	10	8	3	9	10	4	9	13	5	7	16	8	6	19	11	5	22	13	4	21	12	4	19	10	8	15	8	9	10	5	10	8	3	9
BRAZIL																																				
Brasilia	27	18	19	28	18	16	28	18	15	28	17	9	27	15	3	26	13	1	26	13	0	28	14	2	30	16	4	29	18	11	27	18	15	27	18	20
Belo Horizonte	27	18	15	27	18	13	27	17	9	27	16	4	25	12	4	24	10	2	24	10	2	25	12	1	27	14	2	27	16	10	27	17	12	26	18	14
Manaus	30	23	20	30	23	18	30	23	21	30	23	20	31	24	18	31	23	12	32	23	12	33	24	5	33	24	7	33	24	4	32	24	12	31	24	16
Recife/Natal	30	24	7	30	25	8	30	24	10	30	23	11	29	23	17	28	22	16	27	21	17	27	21	14	28	22	7	29	23	3	30	24	4	30	24	4
Rio de Janeiro	29	23	4	30	23	4	29	23	4	28	21	5	26	20	3	25	18	3	25	18	2	26	18	2	25	19	3	26	20	3	27	20	4	29	22	7
Salvador	29	23	6	29	23	9	29	24	17	28	23	19	27	22	22	26	21	23	26	21	18	26	21	15	21	21	10	28	22	8	28	23	9	29	23	11
ARGENTINA																																				
Buenos Aires	30	18	5	29	17	5	26	15	5	23	12	4	19	9	3	16	6	2	15	6	3	17	6	3	19	8	3	22	11	5	25	13	4	28	16	4
Bariloche	21	8	2	21	18	3	18	6	5	14	4	7	10	2	11	7	1	13	6	0	11	8	0	11	10	1	8	11	3	6	16	5	4	18	6	4
CHILE																																				
Arica	26	18	0	26	18	0	25	17	0	23	16	0	21	14	0	19	14	0	19	12	0	18	13	0	19	13	0	21	14	0	22	16	0	22	17	0
Calama	24	5	0	24	5	0	24	4	0	23	2	0	22	0	0	20	-1	0	21	-2	0	21	-1	0	22	0	0	24	2	0	24	3	0	25	4	0
Santiago	29	12	0	29	11	0	27	9	1	23	7	1	18	5	5	14	3	6	15	3	6	17	4	5	19	6	3	22	7	3	26	9	1	28	11	0
Punta Arenas	15	7	6	14	7	5	13	6	7	9	4	9	6	2	6	4	1	8	3	1	6	4	1	5	7	2	5	10	3	5	12	4	5	14	6	8
PERU																																				
Cusco	20	7	18	21	7	13	21	7	11	22	4	8	21	2	3	21	1	2	21	-1	2	21	1	2	22	4	7	22	6	8	23	6	12	22	7	16
Lima	26	19	0	27	20	0	26	19	0	25	18	0	22	16	1	20	15	0	19	14	0	19	13	0	20	14	0	22	16	0	24	17	0			
BOLIVIA																																				
La Paz	18	6	21	18	6	18	18	6	18	19	5	9	17	3	5	17	2	2	17	1	2	17	2	4	18	3	9	19	5	9	19	6	11	19	6	18
Sucre	18	9	19	18	9	15	18	8	11	17	7	7	17	5	1	16	4	1	17	4	2	18	5	3	19	6	6	19	8	10	20	9	12	19	10	4
ECUADOR																																				
Quito	32	8	3	31	8	4	32	8	5	33	8	6	32	8	4	31	7	1	29	7	1	30	7	1	30	8	5	30	8	3	32	8	3			
Galápagos	27	21	7	28	22	8	30	21	15	28	20	12	27	20	6	24	18	2	23	17	3	22	17	1	23	16	5	23	17	2	24	18	3	25	19	4
VENEZUELA																																				
Caracas	26	15	4	26	15	3	28	16	2	28	17	4	27	18	8	28	18	13	26	17	13	27	17	11	28	17	11	27	17	8	26	16	6			
CARIBBEAN																																				
	28	24	1	29	29	1	29	23	1	30	24	2	30	25	5	31	26	6	31	25	6	31	26	5	32	26	7	31	23	6	28	20	6	27	20	4
COSTA RICA																																				
San José	28	14	0	29	14	0	30	15	1	30	16	3	29	16	11	28	16	11	28	16	7	28	16	11	27	16	15	27	15	13	27	15	5	28	15	1
MEXICO																																				
Mérida	28	17	4	29	17	2	32	19	1	33	21	2	34	22	5	33	22	10	33	23	11	33	23	12	32	23	13	31	22	7	29	19	3	28	18	3
Mexico City	21	6	0	23	6	0	25	8	1	27	11	1	27	12	2	25	13	6	23	12	7	23	12	6	23	10	2	22	8	0	21	6	0			
GUATEMALA																																				
Guatemala City	23	11	0	25	12	0	27	14	0	28	14	1	29	16	6	27	16	11	26	16	8	26	16	9	24	15	7	23	14	1	22	13	0			

2017 CALENDARS	JANUARY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	FEBRUARY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	MARCH	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	APRIL	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	MAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	JUNE	1	2	3	4	5</td																										



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