



## Travel Advice

The 'TravelAware' campaign is an ongoing travel safety campaign run by the Foreign & Commonwealth Office (FCO) which gives detailed destination information and travel advice. Please refer to the website for essential information on travel tips and advice on country specific information: <https://travellaware.campaign.gov.uk/>

## Travel Insurance

- Ensure you have adequate personal travel insurance relevant for the country you are visiting and the activities you are planning to participate in and check for exclusions to the policy
- You may be entitled to reduced cost medical treatment in some European countries with a European Health Insurance Card (EHIC). An EHIC is free and you can apply for this online or by phone.
- Vaccinations are recommended and/or required for certain destinations. Please check with your GP at least six weeks before travel and refer to the Department of Health website for the most up to date information

The safety standards and regulations of tourist services provided overseas may differ to those that you would expect or are indeed familiar with in the UK. We do ask that you are mindful that there may be differences and it is the responsibility of the local authorities to enforce the safe practices and regulations of tourist services.

We therefore suggest that you familiarise yourself with the fire emergency procedures, swimming pool depths and area, children's facilities, and the design of balconies at your chosen accommodation. A change of climate and exposure to different foods may result in a stomach upset so be mindful of avoiding drinks with ice, ensuring that food is thoroughly cooked and hot and drink sealed bottled water to reduce the possibility of a gastric illness. We have set out some guidance below which may be helpful.

## Accommodation

### Fire

- On arrival, familiarise yourself with the accommodation:
- Study the fire safety instruction notices
- Identify how to raise the alarm
- Check where the nearest exit is located
- In the event of fire, do not use the lift – always take the stairs if this a safe route

- In case of evacuation, do not collect your belongings,
- Exit the building as quickly as possible
- If on a cruise, follow the emergency evacuation drill procedures

## Swimming Pool

- Familiarise yourself with the shallow and deep ends as depth markings may not be clear
- Observe swimming pool safety rules, for example, 'No Diving'
- Be aware that some swimming pools do not employ a lifeguard - ensure you know how to raise the alarm
- Ensure your children are supervised at all times, in and around, the swimming pool area
- Avoid using the swimming pool under the influence of alcohol, or if suffering from sickness and diarrhoea
- In the event of vomit or faecal incident, report to reception immediately

## General

- Children should be supervised at all times on balconies
- Avoid leaning or climbing on the balcony or the balcony furniture
- Full-length glass panels may not be fitted with toughened glass and in bright sunlight it may not be obvious that the doors or windows are closed
- If your room is fitted with cooking appliances, please ensure you know how to operate them and if unsure, seek assistance from reception.
- If you smell gas, report to reception

## Food and Drink

- Where appropriate, drink bottled water, and avoid drinks with ice where possible
- Always ensure that food is thoroughly cooked and served hot
- Notify the food establishments of food allergies if ingredients are not displayed on menus

## Personal Safety

- Ensure your room is left secure at all times
- Use the safety deposit boxes available in your room or reception for all your valuables (use of these may be a condition of your insurance policy)
- Avoid carrying too much money, wearing jewellery and carrying expensive photographic equipment or mobile phones

- Be extra vigilant in busy public areas and on public transport
- Report any incidents to the police as soon as possible and obtain a copy of the police report with a reference number
- Be respectful and aware of local customs to avoid causing any offence

## Beach

- Familiarise yourself with the flag warning system
- Lifeguards may only be on duty at certain times of the day
- Observe beach rules at all times
- Some resorts may be designated nudist beaches which is an accepted custom in various countries
- Ensure that appropriate and sufficient instruction is given for any water sport activities and that the company providing the service has appropriate insurance; Check prior to taking part that your personal travel insurance covers you for specific activities
- Avoid swimming outside buoyed zoned areas, alone or at night

## Activities and Excursions

- Book with a reputable local supplier
- Follow all safety briefings
- Check travel insurance coverage for activities that may be classed as extreme

## Suncare

- Ensure you have appropriate skincare sun protection for all members of your party, in particular infants and young children
- Don't forget to pack sunglasses and a hat
- Be aware that you are still exposed to the sun in the shade
- - take a break from the sun to reduce the risk of burning
- Drink plenty of liquids, ideally water, to avoid dehydration

## Driving and Roads

- Only hire vehicles from a reputable rental agency with adequate vehicle insurance
- Take care when hiring mopeds, scooters or motorbikes
- As a pedestrian, be aware of the flow of traffic and local driving customs

- Do not drink alcohol and drive – zero tolerance is enforced in certain countries with severe penalties
- Ensure you have the correct documentation – some countries require an international driving licence and may require proof of age and driving experience
- Driving regulations and standards vary so take extra care when driving in unfamiliar areas. Road surfaces, changes in the weather, pedestrians, other drivers and poor infrastructure can make driving hazardous

## Consulate Assistance

If you are unfortunately a victim of a crime abroad, find the nearest Embassy, Commission or Consulate as soon as possible to officially report the incident. In most countries, you must report the crime before you leave the country in order for the crime to be investigated. It may also be a condition of your travel insurance cover to provide an official police report to support any claim.

## Travel Counsellors 24hr Duty Office Assistance

Travel Counsellors offer 24hour assistance for emergency situations and to help with issues whilst you are abroad with contact details available on your travel documentation. If a problem occurs whilst you are abroad, you must firstly inform the relevant supplier (e.g. car rental company, transfer, airline or hotel) immediately. Should the matter not be resolved to your satisfaction, please contact the local representative service as detailed on your travel documentation. If the supplier or representative service cannot resolve the problem to your satisfaction, you must contact Travel Counsellors immediately by telephoning our offices on the emergency number on your travel documentation or your Personal Travel Counsellor so that we have the opportunity to help.

 [tc dutyoffice@travelcounsellors.com](mailto:tc dutyoffice@travelcounsellors.com)

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