

TAIWAN TRAVEL INFORMATION

VISAS:

Depending on the passport you hold, a visa may be required for entry to Taiwan and is not included in the tour price. Please visit the Taiwan Visa Application Centre website below to find out more. <https://www.boca.gov.tw/np-137-2.html>

INSURANCE:

It is a condition of booking with us that you take out suitable travel insurance. You must provide us with the name of your insurer, policy number and their 24-hour emergency contact number when you book with us or as soon as possible thereafter. These details will be available to your national escort should they be required. Wendy Wu Tours will not be liable for any costs incurred by you due to your failure to take out suitable travel insurance from the date of booking.

EATING IN TAIWAN:

Taiwanese cuisine is delicious, colourful and healthy. Meals are usually served with a bowl of rice and several dishes of vegetables, sea food (normally fish and/or shrimps), and meats (pork, beef or chicken). Taiwan's other main staple is noodles, most famous being beef noodle. All meals (excluding drinks) are included in our fully inclusive group tours from the groups' arrival until the day of departure. Our schedule of meals is designed so that you can experience the local dishes, their individual flavours as well as the different ways they are prepared and cooked throughout Taiwan. Food is an important element of Taiwanese culture. It is a time for families and friends to come together and much of family life revolves around the dinner table. Most food is eaten with chopsticks so best get practicing as cutlery is not always available at restaurants.

Breakfast will mostly be buffet style but may be a set-menu. Lunches are mostly pre-set options as is custom in many local restaurants. Dinners at the hotel is usually buffet-style, featuring a wide selection of high-quality Taiwanese and Western dishes, whereas dinner at a local restaurant is usually Taiwanese pre-set options. We usually find this style of dining suits the wide and varied tastes of our customers on tour. These are also pre-booked in advance prior to your arrival by your guides. This will allow you to sample a broad range of local cuisines and dishes. Beverages will be at your own expense and are readily available. Please note: if you have any dietary requirements, you must inform us before your tour starts, and please be aware that restaurants may not always be able to accommodate these. Gluten-free food may not be as readily available as in the UK/Ireland.

On some days where lots of sights are covered, dinner times may be early and your tour group may head directly to the restaurant after sightseeing without stopping at your hotel to freshen up.

PLEASE INFORM US OF ANY ALLERGIES AND/OR SPECIAL DIETARY REQUIREMENTS AT TIME OF BOOKING.

ACCOMMODATION:

Your accommodation is selected for convenience of location, comfort or character, and can range from a business hotel in one city to a family run guesthouse in a smaller town. In more remote areas, accommodation may be of a lower standard and may not have all western amenities. Hotels are generally rated as local three to four-star standard, but please note that there is no international classification system for hotels and differences in facilities and quality do exist between the UK/Ireland and Taiwan. We cannot guarantee the availability of double beds.

All group tour hotels have private western bathroom facilities, air-conditioning, TV and telephone. Hotels in Taiwan often do not have porters and you will be required to carry your own luggage. If you experience any difficulty, please speak to your National Escort/local guide. Rest assured that all hotels used by Wendy Wu Tours are regularly inspected by our staff and our partners. If you experience any difficulty, please speak to your National Escort/local guide.

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TIPPING POLICY & PORTERAGE:

Tipping in Taiwan is a way to show satisfaction with the service of guides and drivers. It is not always clear who it is appropriate to tip and how much. Furthermore, travellers may not have the right amounts of cash available at the right time. Therefore, in order to avoid any inconvenience, Wendy Wu Tours operates a tipping policy where a stated amount is given to your National Escort at the beginning of your tour and tips are disbursed throughout your tour. The amount is designed to be at a reasonable level for travellers while being fair to the local people and includes a gratuity for the National Escort. If you are travelling in a smaller group, we ask for slightly higher amounts per traveller, to be fair to the guide(s). We generally find that most customers appreciate the convenience of our tipping policy but we do recognize that it may not suit everyone. However, as this is a group tour we ask that everyone follows the same protocol to be fair to other group members and to ensure smooth operation of your tour. Porterage is not included on our Taiwan tours and you will be expected to carry/move your own luggage.

TRANSPORT:

Coaches: Coaches with air conditioning are used on our group tours for city sightseeing, short excursions to the countryside and longer transfers where necessary. Roads in Taiwan are fairly modern, especially in the more populated areas.

Express trains: Second class reserved seats are booked for our groups on trains; there will be toilet facilities on board. Due to the limited space on trains, a separate luggage transfer service will be arranged for all suitcases.

DEVELOPMENT IN TAIWAN:

Taiwan is a developed country and as such matches the west in modernity and technological advances in many aspects.

Taiwan is a safe country to visit and the locals are very friendly and willing to help visitors.

GROUP SIZE:

Most of our groups consist of 10 travellers or more and will be accompanied by a national escort. There will usually be no more than 28 travellers in each group although you may encounter other Wendy Wu tour groups while you are travelling.

All our departures are guaranteed to operate with a minimum of 8 travellers booked (unless cancelled due to factors beyond our control). A national escort will accompany each group of 10 or more. However, at our discretion, we may operate departures with a smaller group size as we try to operate advertised departures wherever it is viable to do so.

SOUVENIRS:

We want to give you an opportunity to buy souvenirs, so we include some stops at museums or exhibitions which demonstrate a craft or product unique to that region with pieces available to buy. We understand that souvenir hunting is not for everyone, so we aim to take you to places which hold local interest. We trust you will enjoy these opportunities to learn about local arts and crafts and understand their historical and cultural importance.

VACCINATIONS AND YOUR HEALTH:

Wendy Wu does not give specific health advice, but we do recommend you see your doctor at least six weeks prior to travel for advice and to allow time for any necessary vaccinations. Please remember to take your itinerary with you.

For more information, we recommend you visit your local healthcare provider for more information.

AFTER YOUR BOOKING:

Once you have booked with Wendy Wu Tours, you will receive an email with your confirmation invoice, along with a link to our website where you can find your visa information (if applicable) and other important information. Your final documentation pack will be sent to you approximately 2 weeks prior to departure.

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