

*before you fly*



# PATCH ADVENTURES BOOKING GUIDE

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*Essential information for your booking and travels*

**PATCH**  
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# Welcome

## **To our new and returning Patchies, we're so lucky to have you with us!**

You are a Patchie if you're an active woman who loves to try new things, has a spirit of adventure, enjoys exploring different cultures, making friends along the way, and appreciates comfortable accommodation.

You're tired of "big bus tourism" and desire a more unique and authentic side of the destination – that is, learning about the culture, trying interesting food, or sitting down to share a cup of arak with a family of nomads. You also appreciate an interesting place to sleep, whether that be camping with a nomadic tribe in Tanzania or staying in a palace in India. It's all about chasing the best experience.

Patch Adventures provides women-only trips for ladies that don't want to feel like tourists, but rather friends of locals visiting from out of town. If you've ever felt exploited for your tourist dollars or have wasted your time at overrun spots that are on the "standard tourist checklist", you'll enjoy coming with us. These trips for women are designed so that you don't have to worry about a thing – except for having fun, of course!

This guide contains your essential booking information for everything from flights, to visas, accommodation, insurance, and everything in between! We recommend you read through the information on the following pages before confirming your booking.

Questions? Please reach out to us by phone or email - we are always happy to help!



**READER TIP: Click on underlined words to be taken to that website or page**

# ESSENTIAL BOOKING INFO

## CANCELLATIONS + TERMS & CONDITIONS:

Please read through our [Terms and Conditions](#) before proceeding to make payment, so you're aware of your personal responsibilities, our policies, all cancellation charges, when our 14 day cooling off period applies. We are as fair as we can be to you, our suppliers and the sustainability of our business. If you'd like peace of mind to avoid any possible Exchange Rate Surcharges, you are welcome to pay in full prior to the Final Payment Due Date!

We have a **Lifetime Deposit Guarantee!** If your trip hasn't started yet, your deposit will always be held safe for you to use on any other trip, any other time... This is valid across our sister brands [Magnificent Rail](#), [Fencox](#), and [Camino Women](#), too.

## FLIGHTS:

We fly high 🙄 when it comes to delivering the best adventures around... But as we're not Travel Agents, we leave advice on flights to the pro's and recommend seeking the knowledge of a Travel Agent. If you'd like to do some research prior, here are a few sites that you might find really useful: [Rome2Rio](#) (multiple transport options, plus flight data from Skyscanner) and [GoogleFlights](#).

## VISAS, PASSPORTS, VACCINATIONS:

Please check your passport is valid for at least 6 months after the trip finish date. It is your responsibility to ensure that you are in possession of a valid passport, the correct visas, permits, and certificates, for your country of citizenship throughout your transit and tour. Call your trusted Travel Agent or check your relevant govt. website first:

**Australia:** [Smartraveller](#)     **New Zealand:** [SafeTravel](#)

On occasion we offer support with obtaining visas for AUS and NZ passport holders... Your Booking Manager will have let you know during your initial chat. Any other helpful visa information we can provide will be detailed in your Booking Confirmation Email after payment (and within your Trip Notes, when they're ready).

**If you DO NOT hold an AUS or NZ passport:** please check your relevant government travel website about any visas/docs needed for an itinerary before booking a trip.

For your health and safety, Patch cannot offer advice on vaccinations. We recommend you speak with a GP (they can also issue a doctors note for personal use of any medication you may need to bring, at the same time!) – some countries have entry requirements for vaccinations, so be sure you have the appropriate ones.

 **Please email us a colour copy of your passport bio page within 7 days of booking.**



## TRAVEL INSURANCE:

Occasionally life happens and things don't turn out the way we plan... We certainly hope not - But it's definitely best to be prepared! **We strongly recommend you take out comprehensive travel insurance straight after booking your trip.** Really important considerations for your policy are often in the fine print of a PDS.

**Please note:** It does happen from time to time that our Patchies go through negative life events; and you'll need to be insured for this. We can't be responsible if you haven't taken up insurance, or if your insurance doesn't cover you.

Are you covered should you need to cancel last minute? What if you fall ill during a trip? We cannot recommend a policy for you, but here are some tips to help you research:

- Choose a policy that covers you for every country you're travelling to, including stopovers and transit points
- Consider the current situation where you're going, you can always check the travel advisory – and subscribe to updates
- Check the policy covers you for cancellations if a government advice level increases after you've booked. Or even if you've just had a change of mind!
- Check the list of activities that are specifically included or excluded in your insurance (and read their definitions)

If your credit card includes free travel insurance and you plan to use that, you'll need to contact your bank and ask for a policy certificate and number.

 **Email us a copy of your travel insurance policy certificate** (which meets our Terms and Conditions) as soon as you've organised it.



## EXTRA ACCOMMODATION:

Most of our guests arrive at least a day early to settle in from jet-lag. If you'd like, we can book extra nights of accommodation for you at the Start Hotel for pre-trip, and at the End Hotel for post-trip, based on your flight arrival/departure dates & times.

**Prices:** We secure rooms at the start of the season for a set price, to guarantee room availability for each trip. You may find a better price online if you'd like to shop around... Or, we can take the stress off your hands and book it for you! This way, on the occasion an arrival or departure hotel may need to be swapped out for any reason, we will re-book your accommodation for there at no extra cost.

**Before 120 days of your trip:** Please let us know how many extra nights pre or post tour you might like (along with the room type) for your trip as after this date we can't ensure availability for more than 1 night, pre-trip. **Within 30 days of your trip:** We cannot make alterations or cancellations to your accommodation, if booked by Patch Adventures.

 **Email us your flight schedule (in an image format only)** - or simply forward us an email with your itinerary image in it, so we can confirm the extra nights for you.



### **AIRPORT TRANSFERS:**

Airport pickups & drop offs are always included at tour start and end points. A friendly Patch representative will be there to meet and transport you to the address of your accommodation, even if you arrive days in advance, and no matter the time you fly in!

If you wish to book different pre-accommodation to that of the tour please let us know & you'll be driven there instead - then you can simply arrange a hotel shuttle to your first night of tour accommodation. You also have one included transfer after the tour, please let us know if that will be to another local hotel, airport, or transport hub.



### **YOUR ITINERARY:**

Please acknowledge that the nature of this type of travel requires considerable flexibility and you should allow for alternatives. Your guide has plenty of incredible back-up plans up their sleeve!

Travelling with Patch Adventures requires understanding that changes may be made to the itinerary if necessary. For any forced changes to itinerary or accommodation, we will work to provide the closest possible equivalent available to us, and notify you.

The itinerary provided for each trip is representative of the types of activities contemplated, but it is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events.



### **YOUR HEALTH & FITNESS:**

We ask that you inform your Booking Manager of any pre-existing mobility, physical, and/or mental health conditions well before travelling. If they are of the opinion that any guest may not adequately be able to participate in a trip, he/she has the discretion and authority to refuse a participation in the tour, or request completion of our 'Medical Fitness To Travel' certificate - for the safety and tour enjoyment of themselves, the rest of the group, and for the guide to successfully lead the tour.

We expect our guests to understand the physical requirements of the adventure and to be in good mental and physical health before undertaking our trips. Should you not meet the health or fitness requirements for a trip (as outlined in your initial call) we will support you with a number of helpful options available. If you neglect to update us of any changes prior to your trip, we reserve the right to remove any guest from a tour, at any time.

**Guests 75 years or older at the time of travel**, or who have pre-existing health conditions that may be deemed risky due to the locations - or nature - of the tour, will be asked to have their GP complete a 'Medical Fitness To Travel' certificate which will be emailed to you by your Booking Manager. Please read our [T&C's](#) for more info.

*Please call to inform us of any changes or updates to your mental or physical health, fitness, or mobility straight away.*

## SAFETY:

While you acknowledge that you undertake our trips at your own risk, we want to assure you that your safety is of utmost importance to us, and we will do our best to ensure that appropriate safety measures are in place. We have a 24/7 line of communication with our ground team during every trip, closely monitor DFAT and global events, complete a risk assessment prior to the launch of every itinerary, all our guides are accredited tour leaders (with first aid training), and safety briefings will be given when/if appropriate. Should a DFAT travel status increase, or force majeure occur that affects your itinerary, we will be in touch straight away with any updates.

## COMMUNICABLE DISEASES:

Please consider that our trips may take place in remote areas where immediate medical assistance can be limited, and always consult your health professional for advice on vaccinations. Patch Adventures does *not* require proof of COVID vaccination in order to participate in our trips, but it is your responsibility to know and adhere to vaccination entry requirements for countries you are travelling to/through.

We have taken all reasonable measures to ensure your safety during the trip, however stomach bugs and respiratory illnesses can occur anytime, so we ask you to bring precautionary medication just in case & please read our [Communicable Diseases Policy](#).

COVID is still prevalent in all destinations we visit, even though it is not commonly tested for in many of these places. Please acknowledge that booking with us means you agree to our Communicable Diseases Policy and process of how it will be handled - should you or a fellow Patchie fall ill with COVID. We ask that all group members bring a minimum of 10 RAT tests on every trip and strongly recommend making sure you are adequately covered by your travel insurance policy.

## INCLUSIONS & EXCLUSIONS:

All included meals, activities, accommodation, and transport, are stated in each tour's itinerary. Please review yours [online](#) before booking to see what is and isn't included.

Most of our trips have a **tip kitty** because many cultures have interesting and diverse rules when it comes to tips. It's standard for group tours and the easiest way to combat over-tipping, under-tipping or having the tip fall into the wrong hands. Our goal is for you to relax and take any confusion or stress off your hands! The amount for each trip is unique - it will be detailed in your Trip Notes and your Booking Manager will also advise.

## YOUR GUIDE:

During a tour, your guide has full authority and reserves the right to make decisions in the best interest of the group's safety and enjoyment. This may include changes to the itinerary, implementing the Patch Adventures [Communicable Disease Policy](#), upholding our [Guest Participation Guidelines](#) or [Trip Help Process](#) - and any other Patch policy. Guests are expected to respect the guide/local operator at all times and openly communicate with them if any issues arise, so that they can assist in resolving them. Your guide is there to help everything including where to find an ATM, or a good coffee!

## **TWIN-SHARE:**

During an initial phone chat with you, our Bookings Team does their best to gain a sense of guest personalities with a few key questions, to help match up roomies. But sometimes due to numbers it may mean you could be roomed with a snorer or smoker (note: smoking is not permitted around the group or in accommodation) - This is rare! But essential to be aware of.

It's important to our travel values that open minded guests join our trips. We won't ask about anyone's religion, sexuality, or political views - And therefore cannot match roomies as such. If you feel strongly against these possibilities, we allocate a limited amount of single supplement spots per trip... Please enquire with us about pricing and availability.

**An important note:** During a trip, if you have booked a twin-share spot, you are committed to it for the tour duration and your room type cannot be changed. You are very welcome to book a single room for any pre or post-tour accommodation, though!

## **RESPECTFUL CONDUCT:**

Please leave strong views on politics and religion at your departing airport and come with an open mind to experience all the wonderful uniqueness of your group, new local cultures, and customs, without judgement.

Going on a group trip isn't like going to a restaurant where you sit back and enjoy the service; as each person's adventure also depends on their fellow Patchies. Being a shared trip, each person has paid for a wonderful experience. If we support each other and work as a team everyone can have an amazing time!

Respectful and positive interactions are fundamental to our company culture. If a potential or booked guest doesn't comply with our [Terms & Conditions](#) or displays any form of bullying, rude, aggressive, or abusive behaviour to; our team members, fellow tour group members, the guide, or the general public, we reserve the right to refuse their booking or refuse their continuation of a tour.

For the safety and satisfaction of yourself, our staff, other guests, and guides; we have **[Guest Participation Guidelines](#)**. Should you see/experience anything on your trip, refer to our **[Trip Help Process](#)** and please speak to your guide as soon as possible.

Last, but definitely not least, it is important that everyone travelling with us reads and acknowledges our '[How To Be A Great Patchie](#)' doc - this one is really close to our hearts and key to everyone having a great time.

## **YOUR BOOKING TIMELINE:**

We are proudly a '*phone first*' company. We chat with our guests before taking any booking, as well as at least 1 more time before you fly! It's vital to all trip co-ordination as well as ensuring every guest and their trip are the perfect fit for each other's abilities & expectations. Check out your full booking timeline on the next page...

# YOUR BOOKING TIMELINE

## BOOKING

### LET'S GET YOU ON YOUR DREAM TRIP!

1. Read through our [Terms & Conditions](#) and other policies before making payment (see your Reservation Email for payment details)  
**Paying a deposit means you Accept and Acknowledge our T&C's**
2. Within three business days of your payment clearing, our Operations Team will send you a reservation confirmation email, your invoice, and any other handy info they can.

## 145 DAYS

### TRIP / BOOKING COORDINATION

Around this time your Booking Manager will be in touch by email with any updated Trip Notes for you, a reminder to **reserve any extras and send your flights / any other important docs or info as a priority**, as well as to notify you of the date we will be ringing for a Lead Up Call (yay, we love this part!)

## 135 DAYS

### YOUR 'LEAD UP' CALL

Such an important one for the perfect coordination of your trip! During this call we will cross-check all your details on file, fill out any missing information, and confirm any extra accommodation required. We will also notify you of your final payment balance, and due date. After we've reached out to every person in your group, Final Payment reminders will be sent out.

## 120 DAYS

### FINAL PAYMENT & DETAILS DUE

Your final payment (*and all guest/booking details*) are due on this date. You'll have received this date in your Reservation Email, during a Lead Up Call, and in a Final Payment Reminder email from our Operations Team.

## 14 DAYS

### YOUR WHATSAPP GROUP CHAT (AND ROOMIES!)

You'll receive an email from your Booking Manager to notify you that your WhatsApp Patchie Chat is ready to join, along with any pre-trip reminders. We'll also let twin-sharers know who their awesome roomie is!  
**Please read the Patchie Travel Pocket Guide doc attached to this email first**, as well as the helpful intro message in the chat from your Booking Manager. NOTE: Comments will be turned off in the chat until your Guide and fellow Patchies have all joined the group.

## WOO-HOO

### THE ADVENTURE BEGINS!

We'll be living vicariously through your adventure via the WhatsApp messages & photos/videos - We might share some of your pics on our socials!

## 7 DAYS

### YOUR VALUABLE FEEDBACK

We'll reach out about a week after your tour has finished, to co-ordinate hearing your first-hand feedback. We love to hear about your experience!

# Thank you!

Thank you so much for choosing Patch to create your travel memories with. We love getting to know every single one of you... It's a true honour to be a part of your bucket list experiences, new friendships formed, places discovered, and memories made.

At Patch, we have a dedicated Booking Manager per destination (you will have spoken to them over the phone to make your reservation) and they'll be your wing-person throughout your booking and travel experience - So if you have any questions along the way please reach out to them. We love a chat and are always happy to help!

- The Patch Team -

[contact@patchadventures.com.au](mailto:contact@patchadventures.com.au)



[Guest Participation Guidelines](#)



[Trip Help Process](#)



[T&Cs](#)



[How To Be A Great Patchie](#)