



Questions and Answers

How to use this brochure

At Last Frontiers we specialise in tailor-made travel - working with you to design a suitable itinerary to fit your interests, budget and time available. Firstly we suggest that you study the brochure and sample itineraries. You should then contact us to discuss the areas and ideas that appeal to you and we will prepare a personalised quotation.

Throughout the brochure, you will notice the following symbols:



Dream Destinations - hotels that we feel deserve a special mention.



Multi-Country - itineraries that span more than one country.



Added Adventure - something off the beaten track or with more active elements.



Ed, Alison, Sue, Tracy, Jill, Rebecca and Edward enjoying the sunshine of rural Buckinghamshire

Frequently asked questions

Do I have to stick to your example itineraries?

Not at all, they are provided as a sensible starting point but can easily be adapted as required. We have carefully designed them to show the best of a particular destination, based on our extensive practical experience.

What standard of accommodation do you use?

This entirely depends on your preferences and budget. In our example itineraries all accommodation is chosen primarily for its character, location and quality of service, and rooms will normally have private bathrooms.

Will you arrange our flights?

As an ATOL-bonded tour operator we can book scheduled flights (in all classes) with all the major airlines serving Latin America. These are special discounted

fares for tour operators and we are not permitted to sell them without land arrangements. With some airlines it is possible to arrange UK regional departures. Many national airlines operate an air pass system, which can offer considerable savings compared to the cost of individual flights. All must be bought before travel, outside the country, usually in conjunction with international flights.

Can I arrange my own flights?

Yes. We do, however, offer competitive fares from the UK, and if we book these we can keep on top of any schedule changes that may occur after you have departed.

Are your trips escorted?

We only provide a Last Frontiers guide on our own group tours, for example our photography trips, when we also take a specialist in the appropriate field. Most of the wildlife lodges and cruises have their own specialist guides.





Are sightseeing tours private?

For independent travellers we use knowledgeable local guides chosen by our country partners. When we arrange local tours for you they will usually be on a private basis, so you will not be sharing with other people. In some areas it can be more practical or cost-effective to join regular trips organised by our local agents. We will specify which option you have in your quotation.

When are reservations confirmed?

When we have finalised plans for your trip you should send us a completed Booking Form with a deposit (usually £200 per person), plus any insurance premium. When we have received this we will proceed with actual reservations. If there is no availability for the dates you have requested we will let you know, and try and make alternative arrangements. This is usually just a matter of changing the order of your itinerary or substituting hotels with those of a similar standard, although you should bear in mind that at certain times of year hotels and flights are often fully booked well in advance.

We will then send you a summary of the status of your bookings with a Confirmation Invoice, showing the date on which the balance of your payment is due (normally 8 weeks before departure). We will also send you general pre-departure information which includes any health or visa requirements. Around 2 weeks before departure, and after we have received full payment, we will send you a detailed itinerary with comprehensive instructions and useful background information.

Do I have to use your insurance?

No. However, it is essential to have sufficient cover, particularly for cancellation (which is often not adequately covered by credit card policies) and medical expenses (including repatriation).

How is my money protected?

We hold an Air Travel Organisers Licence (ATOL) number 2793, from the Civil Aviation Authority, as required under EC Regulations, which guarantees the security of holidays booked in the UK that include flights. For other bookings we are bonded with the AITO Trust.

How can I obtain further information?

If you have access to the internet you should look at our web site, one of the longest-established in the industry. There is more information and many more photographs than we could fit into this brochure. For guide books we recommend any of those published by Footprint (such as the South American Handbook) for their comprehensive coverage, or Bradt for a more personal view. Or just call us - one of the team is almost certain to have been where you want to go!

