



Facts and Questions Comfort Shared Group Tours

- **Why should I book with you?**

Booking with BnB Colombia Tours gives you the best deal possible, saving you both money and time, as it allows you to select your entire Colombian Tour in one place.

Plus, to make it as convenient and hassle-free as possible, we arrange all the logistics for you, no matter what combination of tours you make.

- **Is Colombia safe?**

Let us dispel the rumours right away. Colombia **is** safe to visit. In fact, it is one of Latin America's safer places to enjoy! Bogotá has a crime rate lower than many US cities.

Staying safe in Colombia is no issue for female or solo travellers. However, always use common sense and be aware of your surroundings.

BnB Colombia Tours takes your safety and well-being very seriously and we do not venture into any even remotely unsafe areas with our clients.

- **How can I get help with my booking?**

You can message one of our live chat team using WhatsApp or book an appointment for a video or voice call with one of our [destinations experts here](#)

We encourage you to engage with us from the beginning of the booking process via WhatsApp and/or Video calls. This way we can readily keep in touch with you.

- **How can I contact you while on tour?**

Rest easy with our all-hours helpline.

We will give you your own dedicated private WhatsApp number so you will have 24-hour access to us. If your plans change or the unexpected happens, we will be there as and when you need us.

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- **Do I have any flexibility with my tour?**

To truly enjoy that well-earned escape, booking it stress-free is key. Therefore, if your travel plans change before your final balance is paid, you will just need to cover any price differences to travel at a later date. In this way, you will not lose out.

Do realize that this is a fixed itinerary, and you cannot change a tour. However, if you prefer you can purchase and customize this shared package as a private experience for you and your friends.
- **Will I have any free time?**

Each itinerary offers the perfect balance of downtime and discoveries. Evenings are often yours to explore or just relax. If you wish to opt out of a particular excursion let us know. Remember however that this is an inclusive tour, so there is no refund available if you decide to miss something on the itinerary.
- **Do I have to pay everything up front?**

Book now, pay later!

Keen to secure that long awaited trip of a lifetime but don't have the funds just now? With BnB Colombia Tours that is no problem. You can confirm your booking with just thirty percent up front and then pay off the remaining balance in instalments or in one go whenever is convenient to you. Just settle in full 90 days before you travel.

There's no excuse to let that dream escape slip through the net!
- **How are small group tours different from private travel?**

Small group tours give you a few companions with whom you will experience a prearranged itinerary. This is particularly beneficial for solo travellers as it will in addition, reduce the overall cost of your tour.



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- **Do I need travel insurance?**

Yes.

You will need to purchase comprehensive travel insurance covering your travel.

There are always unforeseen events during a trip: flights, injury, illness and cancellation. So, add a layer of protection in case anything happens.

It is readily available and not expensive if you purchase it just for the time you are travelling and not for annual coverage.

- **What if I get sick on my trip?**

Do not worry.

Colombia's top-notch hospitals have your back, offering excellent quality of care.

- **Do I need vaccinations?**

You may, depending on the parts of the country you are visiting. For this trip, you are recommended to have a Yellow Fever vaccination.

While the authorities here may not ask for a certificate, on returning to your home country you may be asked. Covid-19 vaccinations are required for all travellers. If you are not vaccinated, you will need a negative test.

<https://migracioncolombia.gov.co/check-mig>

- **What kind of food can I expect?**

Here is an idea of some of the typical kinds of Colombian food you can expect to enjoy: <https://travelfoodexpert.com/what-to-eat-in-colombia/>

Restaurant Suggestions:

[Bogotá](#) // [Medellín](#) // [Cartagena](#) // [Santa Marta](#) // [Salento](#)

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- **Do I need a visa to enter Colombia?**

Most foreign nationals do not require a visa to enter Colombia as a tourist, including the USA, Canada, Australia, New Zealand, Europe and the United Kingdom. It is your responsibility to ensure that you have the right entry requirements for your destination. However, if you are unsure of the visa requirements, it is recommended that you contact the relevant embassy/consulate or visit the official government website for visas for Colombia: <https://www.cancilleria.gov.co/en/tourist-visa>

- **What money should I bring?**

It is a good idea to have some Colombian pesos in cash for incidentals, in addition to cards. You can pay by card in most places, though you might want to check fees and let your card provider know you will be travelling. If you go off the beaten path, you will definitely need cash.

Best not to use ATM machines on the street, but rather in a mall or other enclosed area. Be sure to decline the rate of exchange if one is offered, as your own bank will give you a far superior rate.

This link will give you an idea of exchange rates:

<https://www.xe.com/currencyconverter/>

- **Do I need to tip on excursions?**

We do not include them in the price of your tour. You absolutely do not have to tip your guide or driver, but they will always appreciate it if they have made a difference in your day. We will provide you with suggestions but leave the amount up to you.

- **Should I get a cell phone?**

This is completely up to you. We recommend purchasing a Claro SIM card and a 20,000 COP(US\$5) package which will give you plenty of credit for messaging and receiving calls. WIFI is readily available in many places.



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- **Will I have door-to-door transportation?**

Our VIP door-to-door car service means a driver will pick you up from the airport on arrival and take you to your hotel, or other accommodation. The driver will be waiting in the arrivals area holding a card with your name. Then on the return, they will be at the hotel ready to take you back to the airport at the end of your tour.

Also, while on tour you will have personal transport back and forth on all excursions unless otherwise advised.

If anything changes (like flight times), we will take care of all the details. If it's a change to your arrival or departure flights, just let us know and we'll coordinate with your transportation. If it's a change in our itinerary, we'll take care of everything and advise you asap.

- **Can I drink the water in Colombia?**

It depends on where you are going, the major cities are known for their quality drinking water. Having said this, it is still best to drink bottled water to be 100% sure you won't have any bad days. Our guides will advise you if in doubt.

- **What are the activity levels of your tours?**

All of our shared group tours for the over 50 are rated easy or moderate, based on the level of activity you can expect. This is noted on every itinerary page, next to the tour name. Most activities

- **What electric outlets are used in Colombia?**

Electricity in Colombia is 110 volts. Plugs are the same as in the US. Adapters are available at most airports, shopping malls, supermarkets (Exíto, Carulla) while hotels tend to have some too.



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- **Will hygiene be up to standards?**

High hygiene levels have never been more important, which is why your journey experience has been enhanced. The health and safety of all our guests is of paramount importance.

All suppliers, including hotels, transport companies and excursion providers have agreed to enhanced hygiene standards, as well as local requirements for cleanliness and any social distancing measures.

What is more, all BnB Colombia Tours partners are committed to enhanced health and safety procedures in line with WHO guidance, so your trip is safer and cleaner than ever.

- **How do I know the hotels are up to standard?**

BnB Colombia Tours has a wealth of options to choose from and the focus is on quality rather than quantity. You can rest assured that we carefully select accommodations for consistently high standards of cleanliness and service.

This tour has Comfort standard accommodation, so should you wish to upgrade your lodging (such as a single room), let us know in advance. In this way, you can be assured to have your request confirmed.

- **How many people are on a Comfort Group Tour?**

There are four to twelve people on a small Group Comfort Tour. With an average number of 6 - 8 travelers.

This makes our tours more enjoyable and relaxed. Guides too then can offer you a more personal service.