



## **FAQs**



### **BOOKING**

#### **Once I pay, what supporting documents do I receive?**

Once you confirm your trip making the payment we will send you the receipt, voucher and itinerary of the trip purchased. This will take no more than 24 hours according to the difference of time among your country and Bolivia (we are localized in La Paz).

#### **Where is better to start a journey in Bolivia?**

As low as possible – the best would be to arrive at the international airport of the city of Santa Cruz at 400 meters (1300 feet), and from there on build up height: Sucre 2800 meters (9200 feet), Uyuni and La Paz 3600 meters (1200 feet). If you come from Perú you might be in Cusco before coming to Bolivia so you would be already adapted to altitude and come direct to La Paz crossing Lake Titicaca.

#### **Is it safe to travel in Bolivia?**

Bolivia is a safety country, but we recommend that you travel only with the essential things; do not leave your backpacks and cameras unattended and you always have to be careful carrying your money, your plane tickets and passport. Some places need to be more careful than others, particularly bus or train stations, restaurants and in general all public places visited by tourists.

### **BEFORE YOU DEPART**

#### **Do I need travel insurance?**

We highly recommend to have a Travel insurance and should be taken out before the trip. Your travel insurance should be 'comprehensive', providing cover against personal accident, death, medical expenses, emergency repatriation and personal liability, with a minimum coverage of US\$50,000. We also strongly recommend it covers cancellation, curtailment and loss of luggage and personal effects. If you do not have a Travel Insurance you can purchase it through us.

#### **How do I find out about the visa requirements?**

We recommend that passengers check this information with their local embassy as visa rules change without warning. If citizens of your country require visa to enter to Bolivia, we can send you the visa application requirements but it is important to visit the embassy in



your home country because they will always have information about requirements, visa costs and will provide the required forms to organize your visa. Late Bolivia can't assist in the actual application of visas, although we can send you a letter of invitation, the rest of the procedures can be done through the embassy or with the support of a local travel agent in your home country.



### **Should I be concerned about political stability?**

The safety of our passengers is a top priority. We continuously monitor local developments and make operational decisions based on verified information from official sources and local partners.

Like many countries in Latin America, Bolivia may experience periods of political instability that can, in some cases, impact tourist areas and affect travel plans. In such situations, our team will promptly inform you and is prepared to adjust itineraries, offer alternatives, or reschedule services—always prioritizing your safety and well-being.

We work with a reliable local support network and have extensive experience managing these kinds of situations, allowing us to respond quickly and effectively to any unexpected event.

### **What is the best way to carry money?**

We recommend having access to money from cash and cards. In major cities like: La Paz, Santa Cruz, Potosí and Sucre it is not difficult to find ATM's, but in local towns like Copacabana, Uyuni, Rurrenabaque there are just a few ATM's which might not be working during your stay. During tours inside natural attractions like Eduardo Abaroa Reserve, Madidi Park, Sajama Park, Torotoro Park or the Sun Island it is compulsory to have cash.

### **Will refrigeration be available for medicines? eg. Insulin**

Availability of refrigeration cannot be guaranteed. As a general rule, many of our city hotels provide access to small fridges; however, outside of this, especially when trekking or in homestay environments, you cannot rely on access to refrigeration. Please be sure to advise Late Bolivia if you are travelling with medication that requires refrigeration.

### **What are the medical and vaccination requirements?**

It is recommended that you have a medical examination before your trip due to altitude of some of the destinations in the country and climate variations, ask to your doctor for details and advice about current vaccination requirements. When travelling to the Amazon some recommended vaccinations are: Polio, typhoid, hepatitis A and B, yellow fever vaccination



is compulsory. Travel with a personal first aid kit, vitamin C, aspirin or equivalent, anti-diarrheal medicine, intestinal antiseptic, long-spectrum antibiotic treatment, anti-inflammatory ointment, eye drops, adhesive tape, Band-Aids, disinfectant compresses, cold and sore throat medicine and burn creams.



### **What if I get ill or injured on the trip and unable to continue?**

Our guides are trained to deal with these situations and we will endeavor to get you help as quickly as possible. If you must leave the trip early due to illness, our local operators will help you find appropriate medical care. We will do whatever we can to get you home or on your onward journey. Your travel insurance should cover any costs incurred if illness occurs.

### **What clothes and footwear should I take on hikes or treks?**

Comfortable boots are recommendable, on a more physical trip, hiking boots are definitely recommended. Some tours are made in the Highlands of Bolivia (Altiplano) with very cold environments, so please be sure to research the climate and weather conditions at the time of year you will be in Bolivia and pack accordingly.

### **What essential documents do I need to take?**

It's important that you always travel with your current passport, visas, travel insurance and Late Bolivia documentation. Bring a valid passport for six months beyond the period of your stay in Bolivia.

## **DURING YOUR TRIP**

### **What time can I check in at my arrival hotel?**

Check-in times can vary from hotel to hotel, generally, they are between midday and 2pm. If you do arrive earlier, you'll be able to store your luggage with the hotel and head out to explore for a couple of hours. If you require it we can book an early check-in or a night of pre accommodation at the same hotel, according to the policies of the hotel.

### **What standard of accommodation should I expect?**

The standard of accommodation depends on the tour you have purchased. In major cities like: La Paz, Santa Cruz, Potosí and Sucre there are many different categories of hotels form 5\* to Hostels, but in local towns like Copacabana, Uyuni, Rurrenabaque the availability of accommodation is restricted to the season and most of hotels are basic. During tours inside natural attractions like Eduardo Abaroa Reserve, Madidi Park, Torotoro Park, Sajama Park or the Sun Island there are basic shelters, hostels and Eco-lodges. We want our



passengers to be as comfortable as possible so when you are headed to the Altiplano, it is likely that you will either have a heater or heating central system. And in the Amazon, it is likely that you will either have a fan or air-con. Of course, if you are staying in remote areas, you will need to expect the facilities to be a little more basic.



### **What communication facilities will be available?**

Many hotels in major cities have Wi-Fi so it's usually possible to keep in touch with home. In remote places you will not be able to communicate, the guide will usually give you the heads up before you leave a place so you can send a quick email or two. Phone cards are easy to get your hands on; just make sure your phone is unlocked before you travel. If you bring your own phone we can never guarantee it will work as desired, as many of our destinations are out of the way and you may have limited coverage.

### **Will I be able to charge my electrical appliances?**

In most places you'll be able to recharge your appliances at the hotel in major cities, in remote places it is difficult to find a place or it will have a small cost to use it. We recommend you bring a travel adapter with you. Be sure to bring an extra camera battery just in case.

### **Do people speak English?**

Generally not, although everywhere you require we can arrange English-speaking guides (you can ask for other languages like German, French, Japanese, Italian, etc.). But in most of the hotels and restaurants the employees will speak at least basic English.

### **And about tipping?**

In most places tipping is expected, ask about the local custom and advice on how much is recommended at restaurants or with local guides.