



before you fly



Carex Garden Tours Booking Guide

Essential information for your booking and travels

carexTours



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contact@carexdesign.com

Welcome

To our new and returning garden enthusiasts, we're so lucky to have you with us!

You're a Carex-plorer if you love garden travel guided by an expert and experiencing a country's culture through its shaped and storied landscapes. You'd rather wander through thoughtfully designed spaces alive with history than tick off typical tourist sites. You enjoy exploring different garden styles, meeting fellow garden enthusiasts, and being on a journey that blends beauty, learning, and relaxation.

With Carex Tours, there's no rushed sightseeing. You'll take your time in each place, so you can appreciate the artistry and ambience of every garden you visit. Along the way, you'll meet others who share your gardening obsession, and you'll learn about the local horticultural traditions. And while you're really there for the gardens, you'll also experience the local food scene and stay in handpicked places – whether that's a countryside villa, a boutique hotel, or a historic estate embedded in nature.

Forget cookie-cutter big-group tours. Ours are intentionally small – no more than 20 curious, garden-loving travelers – so you can connect with the places you visit and the people you're traveling with. Come explore some of the most thoughtfully crafted landscapes in the world with us and share the journey with others who appreciate them too!

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 following pages before confirming your booking.

Questions? 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 Information



CANCELLATIONS + TERMS & CONDITIONS:

Please read through our [Terms and Conditions](#) before making payment so you're aware of your personal responsibilities, our policies, cancellation charges, and our 14-day cooling-off period. We are as fair as we can be to you, our suppliers and the sustainability of our business. To avoid a possible Exchange Rate Surcharge, all you need to do is pay in full within the cooling off period (before a Final Payment Date)!



PAYMENTS & CARD FEES

When an initial payment is made by card, the final payment balance is by default processed by the same card... This is how WeTravel (our secure payment platform) works. Fees: Visa / Mastercard: 2.9% and American Express: 3.9%

Final payment is 120 days before trip: If you'd like to, you'll have time to update this to a new payment method (bank transfer / other card), before it's processed.

TO AVOID CARD FEES: Pay by bank transfer. For instructions, refer to [this page](#)



VISAS, PASSPORTS, VACCINATIONS:

Please ensure your passport is valid for at least 6 months after your trip ends. You're responsible for having the correct passport, visas, permits, and certificates for your citizenship. Check with your Travel Agent or government website:

United States: [Travel.State.Gov](https://travel.state.gov) **Canada:** [Travel.gc.ca](https://travel.gc.ca)

Any helpful visa information we can provide will be detailed on our website, and within your Trip Notes, after booking, when they're ready.

Not a US or Canadian passport holder? Check first about visas before booking.

Carex Tours cannot offer advice on vaccinations, we recommend you speak with a doctor (great for advice on travel with personal medications, too!). Some countries have strict entry requirements for vaccinations, so be sure you have the correct ones.

WITHIN 7 DAYS OF BOOKING: Email us a color copy of your passport bio page.



ARRIVAL & DEPARTURE TRANSFERS:

Most of our tours begin and end at airport hotels, making your arrival and departure super simple! For some where the tour does *not* start or finish at an airport hotel, we either offer Arrival/Departure Transfers or provide you with clear, easy-to-follow instructions for using local transportation options.



EXTRA ACCOMMODATION:

Some of our guests choose to arrive a day or two early to settle in from jet-lag, or extend their stay at the end of the tour. We are not able to book this accommodation for you, but should you wish to stay at the tour's Start or End Hotel, all you need to do is book the hotel directly - details are listed in our online itinerary!

If you've booked extra nights at the Start or End Hotel and would like to stay in the same room as on the tour: Simply email us your booking confirmation number and we'll do our best to arrange this for you.



FLIGHTS:

We fly high 🤖 when it comes to delivering the best garden adventures around... But we're not Travel Agents, so 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 [Google Flights](#).

SET A REMINDER: To email us your flight schedule (image format only) by 30 DAYS prior to travel, at the latest.



TRAVEL INSURANCE:

From time to time some of our garden enthusiasts have faced unforeseen challenges, and having the right insurance has made all the difference. Carex Tours are not responsible for any uninsured costs arising from your booking (before you travel) or trip (whilst you are on the tour) - regardless of the circumstances.

For this reason, we strongly recommend purchasing comprehensive travel insurance as soon as you book your trip. Be sure to check the fine print of the policy, as important details are often tucked away in a Product Disclosure Statement.

Here are a few things to consider about travel insurance:

- Does it cover every country you're visiting, including stopovers?
- What happens if you have to cancel last minute?
- Will you be covered if you get sick or seriously injured during a trip?
- Are all your activities included (and how do they define them)?

We can't require anyone purchase insurance, but trust us - it's so much better to have it and not need it than the other way around!

If you're relying on credit card travel insurance, give your bank a quick call to check what's actually covered and ask for a policy certificate - then email a copy to us.

IMPORTANT: If you'd like us to support any possible claim circumstance before or during a tour, email your insurance policy asap to contact@carexdesign.com



YOUR ITINERARY:

Please acknowledge the nature of this type of travel requires considerable flexibility and you should allow for alternatives. Don't worry, your guide has *plenty* of incredible back-up plans!

Traveling with Carex Tours 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 by booking your spot it is understood that the route, schedules, accommodation, itineraries, activities, and mode of transport may be subject to change without prior notice - due to local circumstances or events outside of our control.



YOUR HEALTH & FITNESS:

To ensure wellbeing and enjoyment for all guests — and to support our guides in leading a tour — we ask you carefully consider your physical / mental health and mobility before booking. Our tours are active every day!

We expect our guests to understand the physical requirements of a trip and be in good mental and physical health to undertake Carex tours. Our Tour Leaders and Bookings Team reserve the right to deny a booking or withdraw participation at any time if they believe a guest is unable to adequately participate.

Before You Book: Let your Booking Manager know about any pre-existing physical, mental, or mobility-related conditions that you have. If they are concerned your participation, health, or enjoyment may be affected due to the locations or nature of a tour we may ask you have a Carex 'Medical Fitness To Travel' certificate completed.

Guests 75+ at time of travel: You'll be asked to have a doctor complete the Carex 'Medical Fitness To Travel' certificate, which will be emailed to you by a Booking Manager. Please read our T&C's for more helpful info!



AFTER BOOKING: If your health / mobility changes before departure, contact us straight away so we can facilitate you being on a tour you'll thoroughly enjoy!



WHATSAPP GROUPS

For each tour, we set up a dedicated WhatsApp group around 2 weeks before a trip begins. This is where you will first get to connect with your fellow garden admirers, as well as your tour leader (they'll join the chat approx 3 days prior to tour start)!

Carex Tours WhatsApp groups are important for guide and/or group communication, updates, and safety - including our Carex Tour team. We ask that guests join their WhatsApp group as a pre-requisite before their tour commences.



SAFETY:

Whilst you acknowledge that you undertake our trips at your own risk, we want to assure you that the safety of everyone on a tour is of utmost importance to us — and we will do our best to ensure appropriate safety measures are in place.

Carex have a 24/7 line of communication with our ground team during every trip and closely monitor Travel Advisories and global events. We complete a risk assessment prior to the launch of every itinerary and all our guides are accredited tour leaders (with first aid training). Safety briefings will be given when/if appropriate on any tour. Should a Travel Advisory status increase or force majeure occur (which affects your booking) we will be in touch straight away with any updates.



ILLNESS:

Please keep in mind that some parts of your journey may take you to remote areas where access to immediate medical (or emergency) assistance can be limited.

Though we've taken all reasonable measures to ensure your safety during the trip, everything from stomach bugs or respiratory illnesses to infectious diseases are easily picked up during travel. We recommend bringing precautionary medication just in case and ask that you read our [Communicable Diseases Policy](#) for the steps we'll take if you, or a fellow guest, fall ill during a Carex Tour.

We strongly encourage you to check that your travel insurance provides adequate coverage for medical emergencies and repatriation.



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 tours include gratuities - with the exception of tips for your coach driver and tour assistant. Your guide or leader will let you know a rough estimate of how much is customary here! They'll also advise you on tipping outside of tour events.



YOUR GUIDE:

During a tour, your guide has full authority. They reserve the right to make decisions in the best interest of the group's safety and enjoyment. This may include changes to your itinerary, implementing our [Communicable Disease Policy](#), upholding the Carex [Guest Participation Guidelines](#), [Trip Help Process](#), or any other Carex Tours policy.

Guests are expected to respect the guide/local operator at all times and openly communicate with them first if any issues arise so that they can assist in resolving things in real time. Your guide is there to help and support you with everything, including where to find an ATM or even just a good coffee!



SHARED ROOM:

Trips departing before 2026: If you're traveling solo and wanting to share with another solo traveler, you can book a Shared Room spot. We'll arrange a quick phone call within the Cooling Off Period to ask a few friendly questions and get a sense of who might make a great roomie match for you. Please note that due to numbers, sometimes sharing may involve being roomed with a snorer or smoker— this is rare, but important to be aware of. FYI: Smoking is not permitted around the group or in accommodation.



Trips departing after January 2026: If you're traveling solo you will need to book a Private Room. To book a Shared Room you will need to be booking with a partner or travel buddy... Remember to let us know if you'd prefer a twin or a double room.

During a trip, if you have booked a shared room spot, please note 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 — each person's adventure also depends on their fellow Carex travelers. 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 behavior toward our team members, fellow tour group members, the guide, or the general public, we reserve the right to refuse their booking or deny their continuation on a tour.

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



YOUR BOOKING TIMELINE:

We are proudly a 'phone first' company, we will always try to call before emailing (we love getting to know our guests!)

Save our number so you know it's us when we call: +1 240-247-3466

Please call to ask anything & everything, especially within a Cooling-Off Period!

Your Booking Timeline

BOOKING

LET'S GET YOU ON YOUR DREAM TRIP!

1. **Paying a deposit acknowledges acceptance of our T&C's** so please read through our [Terms & Conditions](#) and other policies before making payment.
2. After payment, you will receive a confirmation email from our booking platform 'WeTravel'.
3. Within three business days of your payment clearing, a member of our team will send you a booking confirmation email and any other handy info they can.

145 DAYS

TRIP / BOOKING COORDINATION

If we have a minimum number of 10 guests booked on your tour, we will be in touch via email to confirm that your trip is going ahead, share Trip Notes with you, and remind you to reserve your flights and send through any important documents or information as a priority.

120 DAYS

FINAL PAYMENT & DETAILS DUE

Your final payment (*and all guest/booking details*) are due on the date detailed in your Booking Confirmation Email, and in a Final Payment Reminder email. Simply click on 'Manage my booking' within the reminder email to make payment.

If you wish to use a different method of payment to that of your deposit: refer to this help article on ['How to change my default payment method?'](#)

30 DAYS

VIDEO CALL WITH YOUR GUIDE & GROUP

Join us for a special video call with your Tour Leader and Garden Expert. This is a great chance to meet your fellow travelers, ask questions, and get excited for the journey!

Can't make it to the live call? No worries, just send us your questions ahead of time and we'll make sure they're answered during the call. A recording will be shared with everyone afterwards so you won't miss a thing.

10 DAYS

YOUR WHATSAPP GROUP CHAT (AND ROOMIES!)

You'll receive an email from your Booking Manager when the Carex WhatsApp group is ready to join, along with any final pre-trip reminders.

NOTE: Commenting will be turned off in the WhatsApp chat until your all fellow Carex travelers have joined the group.

BON VOYAGE

THE ADVENTURE BEGINS...

We'll be enjoying a wonderful garden adventure vicariously through you via all 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 all about your experience!



Thank you!

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

At Carex Tours, we have a dedicated Booking Manager who will 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 Carex Team ~

contact@carexdesign.com



[Guest Participation Guidelines](#)



[Trip Help Process](#)



[Communicable Disease Policy](#)



[T&Cs](#)