

## **TUNISIA 2025. GUIDE FOR TOUR OPERATORS, TRAVEL AGENTS, AND TOURISTS**

/ The author of the text is an international group of companies *Carthage Group* /

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## **I. Tourist airport meeting and transfer**

### **▪ Rules of entry into Tunisia**

Before booking a tour you shall study the visa requirements and check the validity of your passports in order to ensure that they comply with the migrations laws of the country that you are going to visit.

According to the order of the Tunisian authorities, from December 31, 2024, travelers will be required to present a passport when crossing the national border. This means that the exception for citizens of certain European Union countries, which allowed entry to Tunisia with a national ID card, has been canceled as of December 31, 2024.

To be able to enter Tunisia, the validity of a foreign citizen's passport shall be at least 3 months from the last day of the tour. If the validity of the foreign citizen's passport does not meet the above-mentioned requirement, the entry into Tunisia may be denied. In case the airline company's staff identifies the non-compliance of the passport validity to the destination country's requirements, the passenger can be prohibited from the flight with no refund of the flight ticket price.

As of the date of preparation of this Guide (February 12, 2025), the following border crossing rules apply for Tunisia:

- Citizens of European Union countries (Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden), Russia, Belarus, Moldova, Serbia, Montenegro, and Turkey are allowed visa-free entry for up to 90 days within a 180-day period.
- Citizens of Azerbaijan, Georgia, Kyrgyzstan, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan do not require a visa for short-term entry for an organized tourist trip lasting no more than 30 days and including a direct round-trip flight. Only single-entry is allowed; if tourists plan to visit other countries during their vacation, a visa is required. Different visa rules apply for entry to Tunisia not with an organized tourist trip or for longer stays.
- Citizens of countries not listed above must obtain a visa from the diplomatic or consular missions of the Republic of Tunisia to enter the country.

Entry rules can be modified without prior notice. Current visa requirements which apply for the duration of the planned tourist trip shall be checked additionally in the place of purchasing the tour, on the official information sources of the destination country, or in the embassy or consulate of the destination country.

It is recommended to additionally check the requirements for passengers' identity documents on the air carrier's website, since it is the airline company that performs the initial verification of the tourists' identity documents and decides on whether to admit them to the flight. Some airlines require producing additional documents which are not included in the visa requirements of the destination country. In case of any doubts with regard to the list of the required documents, it is recommended to make an additional request to the airline company in advance.

When entering Tunisia, amounts equivalent to 20,000 Tunisian dinars or more are subject to mandatory declaration (the exchange rate for the specific date should be checked on the Central Bank of Tunisia's website at: <https://www.bct.gov.tn/bct/siteprod/index.jsp>). Currency declaration is subject to an excise duty of 10 dinars, regardless of the declared amount. The currency declaration is valid for three months from the date of the non-resident traveler's entry into Tunisia and can only be used during one trip. The currency declaration is personal and cannot be transferred to other tourists.

The currency declaration upon entry into Tunisia helps tourists avoid problems during customs control upon departure. If foreign travelers are carrying a large sum of cash, customs officers may require proof that this amount was brought into the country previously and was not obtained illegally in Tunisia. If, during the cash count, it is found that the sum exceeds 5,000 Tunisian dinars (approximately 1,500 euros), and the traveler does not have a personal

declaration for the required amount made upon entry into Tunisia, the excess cash will be confiscated.

### **I. Tourist airport meeting and transfer**

#### **▪ Prohibition to import and use certain types of equipment**

Tunisian laws prohibit the import of quad-copters and portable radio sets into the territory of the country.

In case the equipment that is prohibited from being imported is discovered during the customs control, it will be confiscated. While confiscating the equipment, the customs service officers draw up the corresponding report and give its copy to the tourist. The tourist shall keep the copy of the report until the end of the trip. On the basis of this report the tourist can retrieve the equipment during the customs control before taking a flight from Tunisia.

The return of the confiscated equipment is performed only in the airport where the confiscation took place, and only to the tourist in whose name the report was drawn up. The return of the confiscated equipment to third parties or its return for the purpose of taking a flight from another airport is not allowed.

If a tourist manages to import the prohibited equipment illegally or to purchase it in Tunisia, and if the fact of using such equipment is revealed, the equipment will be permanently confiscated, and an administrative or criminal case will be launched against the tourist. The use of the prohibited equipment can be treated by the public authorities as an attempt to breach the public and national security of the Republic of Tunisia. Neither the tour operator nor the DMC can influence the prompt and successful resolution of such situations since this is the issue of the tourist's personal responsibility for the compliance with the Tunisian laws. Law enforcement authorities hold no negotiations with third parties except for Tunisian lawyers hired by the travellers for representing their interests and other official representatives of the embassy or consulate of the tourists' country of citizenship.

### **I. Airport tourist meeting and transfer**

#### **▪ Meeting and transfer arrangements**

In order to carry out a group transfer, representatives of the Destination Management Company (DMC) shall meet the tourists at the exit from the arrival area in a booth with the DMC and the tour operator's logos.

The tourists who have booked an individual transfer shall be met at the exit from the arrival area by a driver. In case of booking an "individual escorted transfer" the tourists shall be met by a company's representative.

The tourists are required to show to the travel guide their hotel accommodation vouchers. After the voucher control and the tourist's identification in the group transfer passenger list, the bus number shall be communicated to the tourist. When boarding the bus, the tourist shall be given his or her hotel voucher and an information leaflet.

All tourists are recommended to remain near the bus and wait until other passengers who travel on the same bus undergo passport and customs control and claim their luggage.

In case of carrying out a group transfer, the transportation takes place following the "airport-hotel" route with intermediate stops at the hotels where the transfer members are going to stay. The route of a transfer bus shall be defined by the DMC depending on the hotels' location with regard to the airport. The duration of a group transfer depends on a number of factors including the traffic conditions and the efficiency of the tourists' leaving the airport building.

The DMC's representatives shall wait for all the transfer group members. In case of a considerable delay of the tourists' exit due to passport control problems, carrying of prohibited goods or luggage loss, it is recommended to notify the DMC calling the following hotline phone number: +216 25 99 44 77 (Viber, WhatsApp, Telegram). A full transfer group shall wait for the delaying passengers for no more than 30 minutes; if the tourists do not appear during the afore-

mentioned period of time, the bus shall leave the airport. In such cases the transfer or taxi cost is not subject to compensation, and the price of the unused transfer service will not be refunded.

We kindly draw the tourists' attention to the fact that they are required to treat other transfer members respectfully and follow the generally accepted rules of conduct while a group transfer is carried out. In case a tourist appears for the group transfer in a state of alcoholic intoxication, the DMC may refuse the transportation without compensating the transfer and/or taxi cost for the corresponding route.

Upon the arrival of tourists, they are provided with an informational brochure containing the name and phone number of the hotel guide. The meeting with the guide takes place at the hotel on the day of arrival or the following day. In exceptional cases, for guests staying at hotels located far from the main resort areas (e.g., Mahdia on the mainland or Zarzis on the island of Djerba), the main information about the country and available excursions may be provided at the airport upon arrival, with remote guidance from the hotel guide. Hotel guides answer promptly to all the tourists' questions and provide assistance in solving issues, if any.

Hotel guides' phone numbers and the DMC's hotline phone number can be found in publicly available sources of information but such communication channels serve exclusively for interacting with tourists. Hotel guides have no authority to hold any negotiations with third parties, including the representatives of travel agencies or tour operators, tourists' family members, etc. The hotline phone number serves for establishing a direct contact with tourists and promptly solving their problems. Third parties who are not tourists are advised not to contact this phone number. All requests from travel agencies and tour operators shall be sent exclusively via official communication channels, i.e. email.

The arrival time for the transfer to the hotel for transportation on the "hotel - airport" route should be confirmed in the folder with the logos of the tour operator and the DMC, located in the hotel lobby, or with the hotel guide by phone, one day before the scheduled departure. In case the tourists experience problems with finding such information or have any questions, they shall contact the hotel guide.

The transfer bus route during the return transfer shall be determined by the DMC as well and depends on the hotels' location with regard to the airport. We kindly ask tourists to treat other transfer members respectfully and show up for the transfer in time. In case the tourists are not present at the hotel reception desk, the DMC staff shall take measures for finding them. However, it is not allowed to wait for the tourists for more than 15 minutes since this can lead to the bus's late arrival at subsequent hotels and a delay in reaching the airport for the flight check-in. In the case of no-show of tourists, the representative of the DMC who conducts the transfer, fills out a special form, signed by a hotel employee, confirming the arrival of the vehicle and the waiting for guests.

We strongly recommend that tourists inform the local representatives if they do not intend to use the booked group transfer on the "airport-hotel" and/or "hotel-airport" route. Advance notification helps prevent transfer delays caused by searching for tourists at the hotel and the related inconvenience for other passengers.

In case the tourists have shown up at the meeting point in due time but have found no bus, they shall contact the hotel guide immediately or call the DMC's hotline phone number.

Upon disembarking the bus at the end of the transfer, tourists should ensure that no personal belongings are left in the vehicle. In case of a request from tourists regarding personal items forgotten or lost during the transfer, the DMC will assist in their search but will not be held responsible if they are not found.

## **I. Tourist airport meeting and transfer**

### **▪ Plan of action in case the tourists' luggage has not arrived**

In case of not finding their suitcase on the luggage claim belt, the tourists shall contact the "Lost & Found" staff where they will be asked to fill in a luggage lost report called the Property Irregularity Report (PIR). The document shall be filled in by the passengers or the airport staff in capital letters in the English language. The tourists shall take a copy of the report and keep it

until the luggage return (or for filing a claim to the airline company in case the luggage is not found).

In Tunisia, depending on the city of arrival or on the airline company, there is no delivery of the retrieved luggage to the passenger's place of accommodation. When the missing luggage is found, the tourist is contacted by the airport or the airline company's staff and informed on the necessity to arrive at the airport to claim the luggage. Third parties, including the DMC's staff, have no authority to claim the retrieved luggage instead of the tourists. The passenger in whose name the luggage is registered shall arrive at the airport in person. The tourists can go the airport on their own accord or contact the hotel guide with a request to help them arrange a transfer to the airport and back. The expenses related to such a transfer shall be borne by the tourists.

In case the luggage is found after the trip is over or is declared missing, the tourists are advised to remain in contact with the airline company's representatives for the purpose of delivering the retrieved luggage or receiving a compensation for the lost luggage.

## **II. Hotel accommodation**

### **▪ Particular features of calculating hotel accommodation and service provision rates for specific categories of tourists**

The guest accommodation rates that are indicated in the agreement signed with the tour operator apply only to the citizens of the country in which this tour operator carries out its business activities. In case a room is booked for a citizen of such country and a citizen of any other country who is going to travel to Tunisia not from the tour operator's country of operation, the price of accommodation shall be calculated on the basis of different rates.

According to the Tunisian laws, an exception to this rule is the booking of a package tour that includes the round trip air flight (i.e., departure from the tour operator's country of operation and return to this country after the trip is over). At check-in, the tourist's passport will be checked for a stamp that proves the arrival from the country of operation of the tour operator who has booked the tour. In the absence of such a stamp the price of accommodation as part of the travel product will be recalculated on the basis of the rates that apply in the tourist's country of citizenship. The tourist shall pay the difference through the DMC's representative according to the rate that applies in the tourist's country of citizenship and is indicated in the agreement signed between the tour operator and the accommodation facility, or at the hotel reception desk according to the hotel's pricelist. In the event of the tourist's unreasonably challenging the necessity to make the additional payment, the accommodation will be denied, and the entire price of this tourist's accommodation which was paid as part of the travel product will be withheld by the hotel management.

The above-mentioned exception does not apply to tourists who are not citizens of the tour operator's country of operation and who book with the tour operator only the accommodation service. The price of accommodation for such tourists shall be requested by the tour operator at the DMC on an individual basis. In case the tour operator's staff, the DMC's staff or the hotel management reveal unreliable information on the tourist's citizenship which was provided during the booking process, the price of accommodation for such tourist will be recalculated on the basis of the rate that apply for his or her country of citizenship, and the difference will be billed for payment in the booking documents or at the hotel reception desk, depending on the time when such an inconsistency was revealed.

The Tunisian laws prohibit accommodating in one room a foreign tourist and a Tunisian citizen of another sex unless they are officially married. At check-in, such couples will be required to produce their marriage certificate. In case the tourists are not officially married, they shall book two separate single rooms (SGL).

According to the Tunisian laws, the hotels are prohibited from serving alcoholic beverages within the All Inclusive and Ultra All Inclusive meal concepts to guests who are citizens of the Maghreb countries (Tunisia, Algeria, Libya, Mauritania, Morocco), and the Gulf countries

(Bahrain, Iraq, Iran, Qatar, Kuwait, United Arab Emirates, Oman, and Saudi Arabia). For such guests the Soft All Inclusive meal option applies.

## **II. Hotel accommodation**

### **▪ Hotel categories**

In Tunisia, all accommodation facilities are registered with the government. Certification, which assigns a service category of 1\* to 5\*, guesthouse, apartments, etc., is not mandatory and is carried out at the initiative of the management of the accommodation facility. However, despite this, the vast majority of accommodation objects in all popular resorts across the country hold the certificates issued by the Tunisian National Tourist Office (ONTT).

The DMC offers a wide range of hotels in Tunisia which belong to various service and price categories. The hotels within one service category can belong to different price segments, and, consequently, their service options and the quality of service will differ proportionately to the price of accommodation.

Before booking a travel product, the tourists are recommended to study the information on the selected hotel at the tour operator's website and at the hotel website, as well as on independent rating platforms and in specialized sources with travellers' reviews. This will help the tourists form a comprehensive understanding of the quality and assortment of services in the preferred hotel.

## **II. Hotel accommodation**

### **▪ Accommodation tax**

According to the provisions of the financial law of the Republic of Tunisia dated 08.12.2017, all Tunisian hotels are required to charge the tourist tax during check-in on the day of arrival.

Since November 1, 2024, a unified system for calculating the tourist tax is in effect in Tunisia: 12 Tunisian dinars per night for accommodation in 4\*-5\* hotels, 8 Tunisian dinars per night for accommodation in 3\* hotels, and 4 Tunisian dinars per night for accommodation in 2\* hotels. Therefore, during check-in, tourists must pay the tax for each participant in the tour aged 12 and older for the first 10 nights of their stay at the hotel. No tax is charged for further stays. If a tourist stays in the hotel for less than 10 nights, they only pay for the actual number of nights.

If a tourist turns 12 during their stay at the hotel, the tax is charged for the nights the tourist stays in the hotel from the day they turn 12 until the tenth night of their stay or until the end of their stay, whichever is shorter.

## **II. Hotel accommodation**

### **▪ Mandatory air conditioning period**

The mandatory air conditioning period in Tunisia lasts from June 15 to September 15. The provision of air conditioning outside the above-mentioned period of time is up to the hotels.

## **II. Hotel accommodation**

### **▪ Season features of hotel operation**

In Tunisian hotels beach bars, open air bars and restaurants, and water slides are sure to operate from June 1 to September 30 since their efficient operation depends on the weather conditions. In case of favourable weather conditions, the provision of such services can start earlier or terminate later than the afore-mentioned schedule.

Season services are provided on a consecutive basis. For example, with the arrival of the warm season indoor pools stop operating while water parks become open. When the winter season arrives, the opposite sequence takes place: water parks stop operating while indoor pools become open.

The full range of hotel services is available only during the high season and is not provided at the beginning or end of the tourist season. This allows hotels to offer lower accommodation rates during the low season.

## **II. Hotel accommodation**

### **▪ Room categories and their features**

When booking a travel product, tourists choose not only the hotel category but also the room type (among the options available at the selected hotel). The popular accommodation options in a standard room include: SGL – single guest, DBL – two guests, and TRPL – three guests. If a standard room with SGL or DBL accommodation options is booked, most hotels provide same standard rooms. A room which is designed for three guests (TRPL) can be (depending on the room capacity in a specific hotel) either a standard room with an extra bed which gets placed upon arrival or a larger room with the third bed which is part of the room's basic configuration. Extra beds can be represented by a regular bed, a sofa, or a European-style foldable bed. Extra beds for children can be a normal bed, a sofa, a European-style foldable bed, or a bunk bed. To ensure a more comfortable accommodation of three or more adult guests, it is recommended to select rooms belonging to the FAMILY ROOM and SUITE categories.

In many hotels the rooms differ by their view or their location in a specific building on the hotel premises.

Below are several examples:

STANDARD ROOM – no view is specified, so the rooms can overlook the pool, the garden, the hotel premises or the road;

STANDARD ROOM SEA VIEW – such rooms overlook the sea but the sea view can be either panoramic or partial.

## **II. Hotel accommodation**

### **▪ Check-in and check-out times, room prolongation**

Upon the arrival at a hotel, the tourists are required to produce to the reception desk staff their hotel accommodation voucher. The hotel management is obliged to provide a room of the booked category that meets the declared specifications. The opportunity to provide a room that meets tourists' preferences, not related to the declared features of the booked category (such as the availability of double or twin beds, location on specific floors, and/or at a certain distance from the sea, restaurant, or elevator), depends on the availability of free room capacity at the time of the guests' arrival at the hotel. Tourists' requests for the rooms located next to each other, mentioned in the reservation notes, are passed to the hotels. However, they do not guarantee the provision of such rooms. In particular, during the high tourist season, providing more than two adjacent rooms may be difficult due to full occupancy.

In case the tourists have complaints with regard to the quality of accommodation or hotel services, they are recommended to address the hotel guide.

The check-in takes place after 3:00 p.m. The provision of rooms before the said time is up to the hotel management and depends on the availability of free room capacity. In order to be sure that the room will be provided before 3:00 p.m., the tourists shall book an additional day of staying at the hotel in advance.

The check-out takes place before 12:00 a.m. In case the guests return the keys with a delay, the hotel management may charge a penalty in the amount of the "late check-out" service price.

The opportunity of the room prolongation and the price of such a service can be checked at the hotel reception desk on the eve of the departure. If there are available rooms and the hotel confirms this service, the room can be prolonged until 18:00. Hotels do not guarantee the prolongation of the exact room where the clients stayed, as the room in question may already be allocated for the accommodation of new guests. In such a case the hotel will provide another

room. The only way of ensuring the room prolongation is by contacting the tour operator in advance with subsequent booking and paying an additional day of staying.

## **II. Hotel accommodation**

### **▪ Early eviction at the hotel's initiative**

During their stay at the hotel, tourists shall comply with the generally accepted rules of conduct, not disturb other guests, not damage other people's property, and treat the guests and the hotel's staff respectfully.

In case the hotel management receives repeated complaints about the misbehaviour of a particular guest, and if no remedy is undertaken by such guest, the guest may be denied the serving of alcoholic beverages (if his or her misbehaviour and violation of the generally accepted norms of conduct were the result of excessive alcohol consumption), or an early eviction may be initiated. In such a case the hotel management shall send to the DMC, which represents the tourists' legitimate interests in the country of their stay, an official notice signed by the General Manager with the detailed description of the circumstances under which it was decided to restrict the serving of alcoholic beverages or deny the accommodation. The notice shall be supported by evidence of the tourist's violation of the rules of stay at the hotel, including the following: written substantiated complaints of other guests and / or videorecording of the tourist's unacceptable or aggressive behaviour due to which the public order was broken, and the risk of causing damage to the health of the tourist in question, other tourists, their property, hotel staff, or hotel's property emerged.

Upon receipt of the official notice from the hotel management with the enclosure of the above-mentioned evidence, the DMC's staff shall contact the tourist and the hotel management and take all the necessary steps for a peaceful resolution of the conflict, or, if no peaceful settlement is possible, for helping the tourist move to another hotel.

The above-mentioned procedure does not apply in the presence of the tourist's aggressive actions which entailed calling the police to prevent or detect harm caused to the health of other guests or the hotel staff, to other guests' property or to the hotel's property. In such a case no written complaints or video-recording are required; a copy of the police report on the arrival at the hotel will serve a sufficient proof.

Notwithstanding the reason of the tourist's early eviction, the DMC shall provide assistance in finding and booking an alternative hotel. In case of early eviction due to the tourist's fault, the hotel management withholds the entire price of accommodation which was paid during the booking process, with no regard to the number of nights that the tourist actually stayed at the hotel. All the expenses related to paying the accommodation at the alternative facility and arranging a transfer to such a facility shall be borne by the tourist. Neither the DMC nor the tour operator shall bear material responsibility for the tourist's actions or inaction.

## **II. Hotel accommodation**

### **▪ Meal options**

When booking a hotel, tourists can choose between the meal options that are offered by the selected hotel:

HB – Half Board (breakfast and dinner);

FB – Full Board (breakfast, lunch, and dinner);

AI – All Inclusive;

UAI – Ultra All Inclusive (non-alcoholic beverages and snacks are available 24/7, unless otherwise provided for by the hotel's concept).

A particular feature of the All Inclusive and Ultra All Inclusive meal options in Tunisian hotels is the availability of local alcoholic beverages only. Imported liquors are served for an extra charge.

The rules of the provision of tourists with clean drinking water are determined by the hotel concept. In Tunisian hotels there are 5 main approaches to providing drinking water:

- unlimited provision of bottled water. Tourists can obtain any quantity of bottled water in the hotel's bars and restaurants within their working hours;

- limited provision of bottled water. Upon the arrival, tourists are provided with a specific number of water tickets for the entire period of their stay. Tourists can use the tickets for obtaining water as they feel comfortable in the hotel's bars and restaurants within their working hours;

- daily provision of a specific quantity of bottled water per room with no regard to the number of the guests;

- provision of water in water dispensers located on the hotel's premises and available for the tourists round the clock. The water can be poured in disposable plastic cups; it is prohibited to pour water in own water containers;

- provision of water in water dispensers located in the hotel's restaurants and bars and available for tourists within the working hours of such meal facilities. The water can be poured in disposable cups; it is prohibited to pour water in own water containers.

The working hours of restaurants and bars, their menu, and the assortment of foods and beverages are determined at the discretion of the hotel management. Hotels can modify the range of available services and the terms of their provision before the start of a new season or even during the current season if such changes do not affect essential conditions of the tourists' stay.

We draw the tourists' attention to the fact that in the lower season the assortment of foods and beverages at hotels can be less varied, which is reflected in the price of accommodation that is included in the travel product.

## **II. Hotel accommodation**

### **▪ Meals in case of late check-ins**

Hotels assume no responsibility for tour operators' flight programs, including the schedule, delays, put-offs, etc. This rule applies both to the day of arrival and day of departure. The stay in a hotel room and the meals according to the selected meal program are available for tourists starting from 3:00 p.m. of the first paid day. On the day of departure all the services become unavailable at 12:00 a.m. (midday), unless otherwise provided for by the hotel's concept.

In case the check-in takes place after the working hours of the hotel's main restaurant, individual meals are not provided. In the presence of numerous late check-ins (but not in the night time), hotels can prolong the working hours of their main restaurants for such guests or offer small snacks at the lobby bar or in the rooms. This is the hotels' right, not their obligation. Such a service is offered for group check-ins only, i.e. when large groups of guests arrive. The unavailability of such service cannot be deemed as grounds for filing a complaint.

Hotels with UAI meal options serve night meals in their snack bars.

## **II. Hotel accommodation**

### **▪ Unavailability of lunch boxes in Tunisian hotels**

Tunisia is a country with a hot climate and a high rate of food spoilage. In order to reduce the risk of food poisoning among tourists, the sanitary and hygienic rules of the Republic of Tunisia prohibit the hotels from providing guests with lunch boxes.

In the majority of the Tunisian hotels, breakfast is served starting from 6:00 a.m. Tourists who go on an excursion or leave for the airport after 6:00 a.m. are sure to have breakfast at the hotel. If an airport transfer or an excursion implies leaving the hotel between 5:00 a.m. and 6:00 a.m., the DMC makes a request to the hotel management for the provision of early breakfast for such tourists. The guests are recommended to contact their hotel guide on the eve of the early departure and check the opportunity to have an early breakfast. The DMC's request for the provision of early breakfast can be either accepted or rejected at the discretion of the hotel management. Early breakfast is offered by the hotels only in the continental format: hot drinks,

pastry, cold cuts. In case of going to an excursion or leaving for the airport before 5:00 a.m. early breakfast for tourists is not provided.

The unavailability of “early breakfast” and “lunch box” services cannot be deemed as grounds for filing a complaint.

## **II. Hotel accommodation**

### **▪ Additional hotel services**

Upon the arrival at the hotel, the tourists shall consult the list of free and extra services. Additional services shall be paid on the eve of leaving the hotel, before the transfer arrival.

In SPA centres and thalassotherapy centres located in Tunisian hotels all the services are provided upon full advance payment only.

If the room's basic configuration includes a mini bar, its contents are offered for an extra charge, unless otherwise provided for by the hotel's policy.

In the majority of Tunisian hotels, Wi-Fi is available for free in the lobby and in other public areas. The signal quality can decrease if numerous users are present simultaneously in the same area. The speed of the Internet connection is not guaranteed and depends on the possibilities of the providers in the place where the hotel is located. In some hotels, tourists are offered a better Wi-Fi connection for an extra charge. High-end hotels invest more resources in providing a stable Internet connection than mid-priced and low-cost accommodation facilities.

The hotel management has the right to charge the guest a penalty for damage, theft, or loss of hotel property (room key, towels, bathrobes, dishes, etc.). The penalty amount is calculated according to the hotel's price list.

## **II. Hotel accommodation**

### **▪ Sanitary and hygienic conditions. Insect control**

In April and May Tunisia experiences an increased presence of ladybirds. This natural phenomenon is associated with their breeding season.

During the first two summer months, the number of palm beetles in Tunisia grows. This period is sometimes called the “cockroach season”. In order to prevent the appearance of beetles in June and July, responsible hoteliers treat the premises of their hotels with special chemical agents on a weekly basis. However, the appearance of palm beetles on the hotel territory does not point at poor sanitary conditions in the accommodation facility. This natural phenomenon is an integral part of the fauna in warm countries.

With the arrival of autumn, Tunisia deals with an increased number of flies. In September and October all meal facilities in the hotels are treated with insect repellent sprays between the meals.

For preventive purposes, all the hotel buildings are regularly treated with special insect repellents. During the seasons of high activity of certain types of insects, additional treatment takes place. The frequency and intensity of additional treatment of hotels' buildings and premises are determined not only by a planned schedule but also by actual situation at a hotel. Hotels carry out regular disinsection with the involvement of specialists who treat the open areas with cold smoke and spray chemical solutions which are safe for human beings.

Despite all these measures, the appearance of insects in hotel rooms remains possible, especially in the rooms that are located on lower floors of hotels with large green spaces along the perimeter. Besides, one of the reasons for insects appearing in hotel rooms is the guests' neglecting the hotel rule according to which it is prohibited to bring food in the rooms. In particular, in a hot climate fruits that are left in a room or in a waste bin can attract ants, flies or palm beetles. Hotels equip their premises and corridors of residential buildings with warning plates on the prohibition to store food in the hotel rooms.

## II. Hotel accommodation

### ▪ Natural features of the Tunisian coast. Jellyfish

From mid-July to mid-August, jellyfish can be found in the sea. Places of their aggregation depend on the direction of underwater currents, so there are less such creatures in Nabeul and Hammamet but more in Sousse, Monastir, and Mahdia. Jellyfish are plankton that moves only in the direction of a current. Jellyfish that are brought by currents to swimming areas simply stay in the water and do not harm people.

The most common jellyfish in the Mediterranean waters is *Aurelia aurita*. It is completely transparent and can be of various shades from white to pale blue (rarely – pink). The sensation of a jellyfish burn can be compared to that of nettles. If a person has no particular allergies, he or she will experience mild irritation in the burn area, which can be relieved by abundantly rinsing it with water.

Another common jellyfish in the Mediterranean Sea is *Rhizostoma pulmo*. It is mostly white and has a peculiar rim along the umbrella, which is typically purple or dark-blue. Burns of these jellyfish are not life-threatening but in case of individual intolerance they sometimes cause ulcers and extensive inflammation. If this occurs, it is recommended to consult a doctor.

Other species of jellyfish are much less common and, as a rule, can be found only in the areas that are distant from the coastline.

It is impossible to find a place in the World Ocean where there would be no jellyfish. These creatures play an important role in the global ecosystem. In particular, the African coast of the Mediterranean Sea is hardly populated by jellyfish since the temperature of water there is too high. For example, in Greece, where the sea is cooler, apart from the above-mentioned species there are also jellyfish whose stings have much more unpleasant consequences.

The best way to protect oneself against a jellyfish sting is prevention. During the periods when jellyfish appear near the Tunisian coastline, tourists can easily find in pharmacies a cream called *Médusyl*. It has a dual effect: protection against jellyfish stings (the cream remains active for 80 minutes after application) and against sun burns (two versions are available: SPF15 and SPF30). The cream cannot be a 100% guarantee against jellyfish burns but painful sensations and redness are much milder if using *Médusyl*.

The prevention is particularly relevant for small children who normally have a low pain threshold and feel discomfort even in case of minimal exposure.

## II. Hotel accommodation

### ▪ Natural features of the Tunisian coast. Seaweeds

Seaweeds on the Tunisian beaches are a season natural phenomenon which typically occurs in spring and autumn. Due to the peculiar features of the coastline, seaweeds aggregate mostly on the beaches located near the seaports (for example, Port El Kantaoui in Sousse and Yasmine Hammamet in Hammamet).

The presence of seaweeds on the beaches does not mean that the beach is polluted or not properly maintained by the hotel management. Seaweeds are a unique natural phenomenon which is typical for this region, and an indicator of good ecology in Tunisia. Small round and oval balls that can be found by tourists among seaweeds are plant hairs that get intertwined by water movements. Sometimes tourists mistake them for camel droppings but this is a common misconception that has no reasonable basis.

Tunisian beaches are protected by a special agency which is responsible for the coastline protection and development (*L'APAL – Agence de Protection et de l'Aménagement du Littoral*). APAL does not allow the hotels removing seaweeds from the beaches. The hotels strictly adhere to APAL's regulations since their violation leads to high fines. The hotels are allowed sweeping seaweeds aside in order to create seaweed-free areas for comfortable access to the water, or slightly cover seaweeds with sand. However, the hotels have no right to completely remove seaweeds from the beaches. They are eventually carried away into the sea in a natural way.

Hence, it is important to distinguish between the natural presence of seaweeds on the beaches and improper beach maintenance. The hotels must undoubtedly fulfil their obligations related to maintaining the beaches in proper way by removing cigarette butts, glass shards, plastic, food scraps and other waste. Yet, the presence of seaweeds on a beach cannot point at improper beach maintenance and cannot be deemed as grounds for filing a complaint.

### **III. Safety in hotels**

#### **▪ Belongings storing in safes**

We suggest that tourists should store their documents, money, jewellery and other valuable belongings in safes located in the rooms or at the reception desk. In some hotels, the use of safes can be offered for an extra charge. In hotels where safes can be used for free, tourists can be required to leave a cash deposit for the safe key. The deposit will be returned upon leaving the hotel.

The hotel management assumes no responsibility for tourists' money and valuables that were left unattended outside the safe.

### **III. Safety in hotels**

#### **▪ Actions in case of lost belongings**

In case of discovering a loss of valuable belongings tourists are recommended to contact the hotel guide or call the tourist assistance hotline phone number: +216 25 99 44 77 (Viber, WhatsApp, Telegram) for prompt coordination of their actions.

The hotel guide and other DMC's staff provide necessary assistance in the course of the tourists' communication with the hotel management and can also accompany the tourists when visiting a police office or help translate and fill in the documents. However, the DMC's staff cannot provide consultations related to legal aspects nor represent the tourists in court. In such cases the tourists are required to use legal assistance services provided by specialized entities.

After filing a statement on the loss of valuable belongings to the police in a country of temporary stay, tourists are entitled to inform the consulate of their home country. The assistance or consultations of the consulate staff can be of use for the tourists for further interaction with local law enforcement authorities.

Tourists shall keep a copy of their statement to the police until the lost belongings are found or until the hotel management or the insurance company solve the issue related to the compensation payment (or until a substantiated refusal to pay compensation is received from the hotel management or the insurance company).

In Tunisia, it is common practice for hotels to voluntarily insure their civil liability related to compensating for damage to the property, life, and health of guests and visitors. This type of insurance is primarily offered by higher-category hotels; however, some budget accommodations also choose to obtain insurance to ensure the protection of guests' interests in case of damage to their property.

The scope of insured liability depends on the insurance company and the options selected by the hotel when signing the insurance contract. If a hotel insures its civil liability towards third parties, the object of insurance includes the hotel's financial interests associated with the obligation to compensate for damage to the property, life, and health of third parties, including guests and visitors. This type of insurance allows hotels to transfer the burden of covering all expenses related to liability towards third parties and guests to the insurance company.

Please note that only a tourist's statement to the police can serve as grounds for carrying out an investigation. If the tourist decides not to appeal to the police, the hotel may conduct an internal investigation at its own discretion. However, in the absence of the tourist's statement to the police the hotel will not be able to file a damage compensation request with the insurance company and, consequently, will not be able to pay any compensation to the tourist.

### **III. Safety in hotels**

#### **▪ Plan of action in case of passport loss**

In the event of passport loss during the tour, the tourists shall inform the hotel guide as well as visit the official website of their country's embassy in the Republic of Tunisia. The website provides information on the address of the embassy's consular section and the list of documents required to obtain a temporary travel document confirming the tourist's identity for the departure flight. The DMC's staff has considerable experience in supporting citizens from many countries in such situations and can provide a comprehensive consultation on the peculiar features of the document reissuing procedure in the consulate of the tourist's home country. The DMC's representative may accompany the tourist when visiting the police office for filing a statement. The DMC provides assistance to the tourists in arranging a transfer for visiting the police office and/or the consulate. All the expenses related to the document reissuance and visits to the police office and the consulate shall be borne by the tourist. Neither the DMC nor the tour operator shall bear material responsibility for the actions or inaction of the tourists or third parties.

To avoid the loss of a passport and the associated time costs, expenses, and negative emotions, tourists are strongly advised to store their documents in the safe after checking into the hotel. If identity verification is required outside the hotel, including during excursions, carrying a copy of the passport is sufficient for presentation upon request.

### **III. Safety in hotels**

#### **▪ Video surveillance in hotels**

Video surveillance in hotels serves for ensuring the security of the people, preventing incidents, protecting property or arranging entry and exit to and from the hotel buildings.

Video surveillance equipment is mandatory only in the entrance/exit areas and near the reception desk. The installation of video surveillance cameras in other areas is at the discretion of the hotel management.

According to the current regulations, videorecordings from the video surveillance cameras can be viewed by a limited number of persons: hotel administration and police officers. The DMC may request the permission to view the videorecordings but its acceptance or rejection is at the discretion of the above-mentioned persons. Hotel guests can get access to the videorecordings by court ruling only.

It should be noted that video surveillance cameras provide no full three-dimensional view and have blind spots. Therefore, even if video cameras are available in the place in which the tourists are interested, it cannot guarantee that these cameras have captured the required events.

### **IV. Important information for tourists who travel with children**

The rates of children accommodation in hotels depend on their age group. The age range can vary in various hotels but, as a rule, the following groups exist: children aged 0 to 2 years, 2 to 6 years, and 6 to 12 years. The price of accommodation for children above the age of 14 is charged at the adult accommodation rates in all the hotels.

When determining the excursion service rates, two child age groups apply: 0 to 2 years and 2 to 12 years. The price of excursions for children above the age of 12 is equal to the price of the excursion service for adults.

In some Tunisian hotels there is a mandatory age limit for guests: adult-only hotels (18+), hotels for adults and teenagers above the age of 16 (16+), hotels for adults and teenagers above the age of 14 (14+). Booking and accommodation for families with children whose age is below the age limit indicated in the hotel's concept is not allowed. In case inaccurate information on a child's date of birth is discovered during the tourists' check-in, the hotel will deny the accommodation.

Tunisian laws prohibit the sale of alcoholic beverages to people below the age of 18. Therefore, at accommodation facilities and in public catering places alcoholic beverages are served only to people aged 18 or more. Additionally, to comply with the above-mentioned regulation, accommodation facilities adopt rules that set age limits for using specific venues at such facilities. For example, in hotels, guests below the age of 18 are not allowed to visit indoor night discos and night clubs due to the availability of bars which serve alcoholic beverages. This prohibition does not apply to discos held by animation teams after evening animation shows in amphitheatres or in other dedicated hotel areas.

Besides, in hotels there are age limits for visiting SPA centers and thalassotherapy centers. Minimum visitor age is determined by the hotel management and in the majority of cases is 16 years (in some cases – 14 years). Age limits apply for security purposes.

The responsibility for the safety of children during the tour (including their presence near pools, on water slides, near the sea, on beaches, at amusements, in elevators and during transfers and excursions) is borne by their parents, guardians, or accompanying persons. For safety reasons, children are not allowed to move around vehicle while driving. If a minor stays in the water (the sea, pools, water parks), his or her accompanying persons shall ensure the safety of bathing and prevent the consumption of water that is not fit for drinking. When bathing, pre-schoolers and children of primary school age shall wear special swimming vests or armbands. Before using water slides and amusements, the adult who accompanies the minor shall study the safety rules and ensure that the child's age complies with the age limit for the water slide or amusement in question.

During the whole tour parents shall exercise reasonable care and not let their children out of sight to prevent traumas and/or damage to other people's property.

## **V. Excursion service**

### **▪ General rules**

At information meetings, hotel guides offer information on the excursions that can be visited by tourists during their stay. The list of excursions with the indication of their duration and price is available in a leaflet that is distributed to the tourists at the airport of arrival.

Tourists are not recommended to purchase excursions or other services from third-party companies. The DMC does not engage in claiming compensations for the improper arrangement or cancellation of the excursions, unless they are purchased through hotel guides.

Before departing for an excursion, tourists are recommended to check the date and the name of the excursion indicated in the excursion voucher. We kindly ask tourists to treat other group excursion members respectfully and show up for boarding the bus in due time (both at the beginning of excursions and at intermediate stops during excursion trips). In case the tourists are more than 15 minutes late (either for leaving the hotel to go on an excursion or for showing up at the meeting point in the course of an excursion program), the provider may leave the hotel or the meeting point without such tourists and with no subsequent compensation of the excursion price or of the transfer to return to the hotel.

During excursions, tourists are advised not to leave money and valuable belongings in the excursion bus unattended. Tourists shall exercise caution when in crowded areas and not keep large sums of money or valuable belongings in pockets where they can be easily accessed by third parties. At the beginning of an excursion program, guides inform tourists on the rules of conduct on the bus (for example, prohibition to move around the vehicle while driving or to leave waste on the bus). Tourists shall adhere to such rules of conduct.

If a tourist feels bad during an excursion, he or she shall inform the excursion guide who will further decide whether the tourist is able to proceed with the excursion. If necessary, the guide can provide assistance in arranging a transfer or calling a taxi to escort the tourist from the excursion place to a medical centre or to the hotel. The expenses for a transfer to a medical centre or to the hotel are borne by the tourist.

## **V. Excursion service**

### **▪ Cancellation policies for excursions purchased in Tunisia and refund policy**

In the event of cancellation of an excursion purchased through a DMC's representative, the refund amount depends on the number of hours until the start of the excursion: 48 or more hours' notice – 100% return, 24-48 hours' notice – 50% return; 0-24 hours' notice – no refund is available.

If tourists are unable to join the excursion on the booked date, in order to avoid the application of general refund rules with a partial cost deduction, they may be offered the opportunity to attend a similar program on another day or to choose a different program. The possibility of recalculating the excursion cost or the need for an additional payment in each case is determined individually and depends on the expenses actually incurred by the excursion supplier on the originally planned date.

The general excursion refund policy does not apply if the tourist has a document which proves his or her recourse to the insurance company, and a medical certificate containing information on a contraindication for visiting the excursion. In such a case the price of the excursion will be refunded only for the person in whose name the medical certificate is issued. If a child and an accompanying person were supposed to go on the excursion, and if one of them has a medical certificate containing information on a contraindication for visiting the excursion, the price of the excursion will be refunded both for the child and for the accompanying adult. The refund amount in each of the above-mentioned cases shall be determined individually.

Upon receipt of the refund amount, the tourists shall return the excursion voucher to the hotel guide and sign a paper which proves the receipt and the absence of any claims.

## **V. Excursion service**

### **▪ Cancellation policies for excursions purchased before arriving in Tunisia and refund policy**

When booking a trip to Tunisia, tourists have the option to purchase excursions in advance, before the start of the tour. The programs, costs, and schedules of excursions published on the tour operator's website are provided by the DMC and are valid throughout the duration of the annual charter program.

The DMC reserves the right to make changes to the excursion schedule due to objective circumstances: adverse weather conditions, national and/or religious holidays, seasonal factors, insufficient number of the participants in the excursion, and other factors.

If organizing an excursion purchased in advance before arrival in Tunisia is not possible, it may be canceled with the option of changing the program, rescheduling to another date, or a full refund.

If the excursion purchased before arrival in Tunisia is replaced with a more expensive program, the tourist must pay the price difference to the representative of the DMC on the spot.

If the excursion purchased before arrival in Tunisia is replaced with a less expensive program, the tourist should apply for a refund of the price difference to the agency where the tour was purchased or to the tour operator after the end of vacation.

Postponing a pre-paid excursion to another date within the tourist's stay in Tunisia can only be done by prior agreement with the representative of the DMC. Subject to the presence of a corresponding program in the schedule and availability of seats.

A full refund for an excursion purchased in advance before arrival in Tunisia and not carried out not due to the tourist's initiative will be made after a corresponding request to the agency where the tour was purchased or to the tour operator after the end of vacation.

When an excursion purchased in advance before arrival in Tunisia is canceled, the rules for calculating the refund amount are the same as those for excursions purchased from the representative of the DMC in Tunisia. The refund amount depends on the number of hours until the start of the excursion: 48 or more hours' notice – 100% return, 24-48 hours' notice – 50% return; 0-24 hours' notice – no refund is available.

If tourists are unable to join the excursion on the booked date, in order to avoid the application of general refund rules with a partial cost deduction, they may be offered the opportunity to attend a similar program on another day or to choose a different program. The possibility of recalculating the excursion cost or the need for an additional payment in each case is determined individually and depends on the expenses actually incurred by the excursion supplier on the originally planned date.

The general excursion refund policy does not apply if the tourist has a document which proves his or her recourse to the insurance company, and a medical certificate containing information on a contraindication for visiting the excursion. In such a case the price of the excursion will be refunded only for the person in whose name the medical certificate is issued. If a child and an accompanying person were supposed to go on the excursion, and if one of them has a medical certificate containing information on a contraindication for visiting the excursion, the price of the excursion will be refunded both for the child and for the accompanying adult. The refund amount in each of the above-mentioned cases shall be determined individually.

In cases of full or partial refund for an excursion purchased in advance before arrival in Tunisia and not carried out due to the tourist's initiative, the refund will be made after a corresponding request to the agency where the tour was purchased or to the tour operator after the end of vacation.

## **VI. Insurance policy activation rules**

Prior to the start of the journey, tourists are recommended to study the rules for insuring the risk of medical expenses and select the optimal rate that corresponds to the intended vacation type. Depending on the insurance company or the insurance rate, it may or may not include the coverage of insured events which take place in a state of alcoholic or drug intoxication or in the course of engaging in active sports. Besides, various insurance companies may offer different insurance coverage and different deductible amounts.

The information on the ways of activating the medical insurance is provided to the tourists during the transfer from the airport to the hotel and also at an information meeting with the hotel guide.

Tourists are not recommended to seek medical assistance from doctors who work at hotels or get invited at the hotel's initiative. All the services offered by such doctors are provided on a paid-for basis only and are not covered by insurance policies. When seeking medical help from doctors in the hotel, tourists shall take into consideration that this is one of the additional services whose provision is of interest for the hotel management and the corresponding contractors. In fact, there have been cases when the hotel management hindered the access of doctors who were invited by the insurance company to the hotel's premises. Such actions constitute a violation of the tourists' rights. In such a situation the tourists shall contact the hotel guide to resolve the issue with the involvement of the DMC.

In case of health problems, the tourist shall contact the insurance company via email or by calling the phone number indicated in the insurance policy. If the tourist experiences difficulties with contacting the insurance company, or if the tourist's state does not allow him or her do so, the tourist may contact the hotel guide who will provide the necessary assistance.

The DMC's staff assists tourists in contacting the insurance company but assume no responsibility for the completeness and quality of the provided medical services. The tourists' treatment is performed by a medical institution defined by the insurance company. All further treatment-related communication takes place directly between the tourist and the insurance company.

In case health problems are experienced by tourists who have arrived at the airport and are awaiting the return flight, they shall assess their state and decide whether they will be able to visit the doctor upon arrival in the home country. If urgent medical assistance is needed, tourists can contact the insurance company to receive the treatment and solve the issues related to the provision of accommodation for the period of treatment and the return flight. In case of minor illness which cannot hinder the return flight, tourists can visit the medical office at the

airport. Before obtaining medical services at the airport, tourists shall study their price since such amounts are to be paid by tourists themselves and will not be compensated by the insurance company.

## **VII. Important information**

### **▪ Currency exchange and reverse currency exchange**

It is more convenient to exchange dollars or euro for Tunisian dinars in hotels. In Tunisia, the exchange rate is almost the same everywhere. When exchanging the currency, you shall take a receipt to be able to exchange the remaining dinars back for dollars or euro at the airport before the return flight. According to the Tunisian laws, hotels are prohibited from performing the reverse currency exchange.

When departing from Tunisia, customs control officials may request to produce the cash. If in the course of calculation it is discovered that the amount exceeds 5,000 Tunisian dinars, which is approximately 1,500 euro, and if the tourist has no personal declaration for the amount in question which was supposed to be filled in when entering Tunisia, the entire amount of currency will be subject to confiscation. According to Tunisian laws, apart from the confiscation, a fine may be imposed on the passenger (up to 500% of the confiscated amount). If the passenger refuses to pay the fine, he or she may be arrested until the fine is paid or deported with a ban on further entries into Tunisia.

Since Tunisia is highly dependent on the tourist sector, in reality customs control officials usually limit themselves by confiscating the excess amount of money, and no fine is imposed не налагается. However, the existing practice can alter at any time, so it is highly recommended to fill in a declaration if importing large amounts of money into Tunisia.

Travelers who have had their funds confiscated by customs officers are provided with a QR code to upload documents confirming the origin of the money to a special website within 30 days. There is no statistical information available in public sources regarding refunds to tourists. The current experience of the DMC shows that the link provided by the QR code can only be accessed within Tunisia and is not accessible from any other country. Therefore, despite the officially announced 30-day period to confirm the origin of the money, travelers only have a short amount of time between passing through customs and their flight departure from Tunisia. Additionally, when filling out the form via the link, travelers are required to provide a personal mobile number registered in Tunisia. Given the limited time and the lack of Tunisian phone numbers for most travelers, confirming the origin of the money becomes impossible.

Neither the DMC nor the tour operator can influence the resolution of such situations since this is the issue of the tourist's personal responsibility for the compliance with the Tunisian currency exchange laws. Public officials hold no negotiations with third parties except for Tunisian lawyers hired by the travellers for representing their interests.

Tourists are recommended to study current rules for currency import and export in order to avoid problems and worries before departing from Tunisia.

## **VII. Important information**

### **▪ Prohibition of photo and video recording**

For national security reasons, photographing the national flag, objects with the national flag (such as government buildings and police stations), police officers, military personnel, other public servants, and people praying is prohibited in Tunisia. It is also recommended to avoid attending mass events, protests, strikes, and taking photographs of such events, as well as photographing infrastructure objects (such as bridges, airport buildings).

If such actions are noticed, Tunisian law enforcement officers have the right to request access to the device used for taking the photos or videos in order to delete the relevant files or confiscate the device with no possibility of return. Additionally, in both cases, the tourist may be subject to administrative liability.

If criminal intent is suspected in the tourist's actions, he may be detained. The DMC will provide assistance to the tourist, but neither the tour operator nor the DMC can influence the resolution of such situations, as it is a matter of the tourist's personal responsibility to comply with Tunisian law. Police authorities do not negotiate with third parties unless it is a Tunisian lawyer hired by the tourists to represent their interests or an official representative from the embassy/consulate of the tourist's country of citizenship.

## **VII. Important information**

### **▪ Internet and mobile service**

Currently there are three main mobile operators in Tunisia: Tunisie Telecom, Ooredoo and Orange.

A SIM card of any of the Tunisian mobile operators can be purchased at the airport and at sales points throughout the city. Tourists can contact the hotel guide who will suggest the nearest place for buying a SIM card. Before making a purchase, it should be taken into account that tourists are required to produce the passport or its photocopy.

For short-term trips to Tunisia (less than 1 month), it is recommended to choose specialized tourist tariff plans that expire after one month. For example, the Tourist SIM plan from Tunisie Telecom, which offers 2GB of internet data for 30 days, costs 10 dinars.

For using a mobile phone in Tunisia for more than a month, it must be registered on the website <http://sajalni.tn/verify-device>; otherwise, the device will be automatically blocked.

## **VII. Important information**

### **▪ Particular features of producing and selling alcoholic beverages**

A particular feature of the All Inclusive and Ultra All Inclusive meal options in Tunisian hotels is the availability of local alcoholic beverages only (unless otherwise provided for by the hotel's policy). Tunisian-made alcoholic beverages are of good quality; many brands get highly rated at international wine exhibitions year after year. In Tunisia, only dry wines with the alcoholic content of 11-13% are produced; no popular semi-sweet or sweet varieties are common there. The price of Tunisian wines is not excessive: for example, a 0.75 L bottle of quality wine in a shop costs from 30 to 60 Tunisian dinars (~9-19 US dollars).

In Tunisia, alcoholic beverages are commercialized through specialized shops only which have a liquor license and are quite numerous not only in the cities but also in tourist areas. The assortment of alcoholic beverages depends on the shop's scale; the widest range is available in shops located in the capital city, Tunis.

Imported liquors fall into the category of excisable goods with a high excise tax rate and, therefore, their price for the end consumers is rather high. Imported alcoholic beverages can be ordered in the hotels' restaurants (for an extra charge) and restaurants outside the hotels or bought in shops.

During the holy month of Ramadan, liquors in hotels and in restaurants and bars outside the hotels which have a corresponding license are served to foreigners with no restrictions. However, the sale of alcoholic beverages in specialized shops is totally prohibited not only during the month of Ramadan but also on Fridays throughout the year.

## **VII. Important information**

### **▪ Traditions and rules of conduct in Tunisia**

There are a lot of mosques in Tunisia, and the majority of its residents are Muslim. However, foreign visitors are not required to follow a strict Islamic dress code or adhere to the rules of fasting during the holy month of Ramadan. Yet, tourists shall abstain from visiting non-tourist areas and religious places in open clothes, shorts, and tops.

We kindly ask tourists to treat both local residents and other tourists respectfully, not to make photographs of people without their permission, and not to visit public areas in a state of alcoholic intoxication.

For national security reasons, it is prohibited in Tunisia to photograph the national flag, objects displaying the national flag (such as administrative buildings and police stations), police officers, military personnel, other government officials, and people engaged in prayer. It is also advised not to attend or photograph mass gatherings, rallies, or strikes, and not to take pictures of infrastructure objects (such as bridges and airport buildings). If such actions are observed, government officials have the right to require tourists to delete the photos. In case of refusal, the tourist may be detained by the police.

Tips as a form of gratitude are not obligatory and are given at the tourists' discretion. When in the hotel, tourists can reward housekeeper maids, bartenders, waiters or bell boys for their good job. The tip size is usually two or more dinars, as the guest deems most appropriate. The size of the tip to be left in a restaurant outside the hotel is determined by the guests. According to the unspoken rule, it should be around 10% of the bill amount.

When in public places, tourists shall exercise caution and not leave personal belongings unattended to avoid theft. When exiting the hotel's premises, tourists are recommended to carry a photo or a copy of their passports, leaving valuable belongings and documents in an in-room safe.