

TUNISIA 2026. GUIDE FOR TOUR OPERATORS, TRAVEL AGENTS AND TOURISTS (Updated 11/01/2025)

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Tourist airport meeting and transfer

Rules for entry into Tunisia

Before booking a tour, it is necessary to familiarize yourself with visa regulations and check the validity period of passports to ensure compliance with the immigration laws of the country chosen for travel.

According to the Tunisian authorities' decree, starting from December 31, 2024, travelers must present a passport to cross the state border. This has canceled the exception for citizens of some European Union countries that was in effect until December 31, 2024, and allowed entry into Tunisia based on a national ID card.

For entry into Tunisia, a foreign citizen's passport must be valid for at least 6 months from the end of the tour. If the passport's validity period does not meet this requirement, entry into Tunisia may be denied. Since Tunisia is largely dependent on the tourism industry, in practice, passport control officers at the arrival airport may follow a shorter validity period rule for a foreign citizen's passport – at least 3 months from the end of the tour. However, this established practice may change at any time, so it is recommended to adhere to the officially announced norm of 6 months and also to check the passenger document requirements published on the airline's website in advance. If the airline staff detects a mismatch in the passport's validity period with the destination country's requirements, the passenger may be denied boarding, with the ticket cost withheld.

As of the date this Guide was compiled (01.11.2025), the following rules for crossing Tunisia's state border apply:

Citizens of Russia, Belarus, Kazakhstan, Moldova, Serbia, Bulgaria and Turkey are eligible for visa-free entry for up to 90 days.

Citizens of Azerbaijan, Georgia, Kyrgyzstan, Tajikistan, Turkmenistan, Ukraine and Uzbekistan do not require a visa for short-term entry as part of an organized tourist trip lasting no more than 30 days and including a direct round-trip flight ("Round trip"). Entry is one-time. If tourists plan to leave Tunisia for other countries during their vacation, a visa must be obtained. For entry into Tunisia outside an organized tourist trip or for a longer stay, other visa rules apply.

Entry into Tunisia for citizens of countries not mentioned in the lists above is carried out with a visa obtained at the consular or embassy offices of the Republic of Tunisia.

Entry rules may change without prior notice. The current visa rules applicable for the planned travel period must be additionally clarified at the tour purchase location, on the official information resources of the destination country, or at the embassy or consulate of the destination country.

It is recommended to additionally check the passenger document requirements published on the carrier airline's website, as it is the airline that conducts the initial document check and decides on passenger boarding. Some airlines require additional documents not stipulated by the destination country's visa rules. In case of doubts about the completeness of the document package, it is advisable to make an additional inquiry to the airline in advance.

Since 2022, the need to fill out a migration card upon arrival in Tunisia has been abolished.

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

Currency declaration upon entry into Tunisia will help tourists avoid problems at customs control during departure. If foreigners have a large amount of cash, customs officers require proof that this amount was imported earlier and not obtained in Tunisia illegally. If during the cash recount it is established that the amount exceeds 5,000 Tunisian dinars, which is about 1,500 euros, and the tourist does not have a personal declaration for the required amount issued upon entry into Tunisia, then the cash exceeding the allowed amount is confiscated. More details in the "**Currency exchange and reverse currency exchange**" section.

Prohibition to import and use certain types of equipments

Tunisian legislation prohibits the import of quadcopters, binoculars and walkie-talkie radios into the country. Please note that the import ban applies to both assembled devices and devices in disassembled form.

If prohibited equipment is detected during customs control, it will be confiscated. When equipment is seized, customs officers draw up a corresponding act and hand a copy to the tourist. The tourist should keep a copy of the act throughout the trip. Based on this act, the tourist can receive the equipment when passing through customs control before departure from Tunisia.

The return of confiscated equipment is carried out only at the airport where the seizure was made, and only personally to the tourist for whom the act was drawn up. Return of confiscated equipment to third parties, as well as return of equipment for departure from another airport in the country is prohibited.

If a tourist manages to illegally transport prohibited equipment or acquire it in Tunisia, upon detection of the fact of its use, it will be irrevocably confiscated with the initiation of an administrative or criminal case against the tourist. The use of prohibited equipment may be regarded by the authorities as an attempt to violate the public and national security of the Republic of Tunisia. Neither the tour operator nor the DMC can influence the operational and successful resolution of such situations, as this is a matter of the tourist's personal responsibility for complying with Tunisian legislation. Law enforcement agencies do not negotiate with third parties unless it is a Tunisian lawyer hired by the travelers to represent their interests or an official representative of the embassy/consulate of the tourist's country of citizenship.

Meeting and transfer arrangements

Upon exiting the arrival zone, tourists are met by representatives of the Destination Management Company (DMC) at a stand with the DMC and the tour operator logos.

Tourists must present accommodation vouchers to the representatives of the DMC. After checking the tour operator's voucher and confirming the tourist's presence on the group transfer passenger list, the tourist is informed of the bus number and an accommodation voucher and informational leaflet are issued.

Tourists who have booked an individual transfer without accompaniment are met upon exiting the arrival zone by the driver. When booking the "individual transfer with accompaniment" service, tourists first approach the company's counter, where a representative checks their reservation and then escorts them to the driver.

All tourists departing on a group transfer are recommended to stay near the bus and wait until the other passengers of that bus have passed passport and customs control and collected baggage.

When carrying out a group transfer, transportation is provided along the "airport – hotel" route with stops at hotels, the number of which is determined by the hotels of the transfer participants. The route of the transfer bus is determined by the DMC and depends on the location of the hotels relative to the airport. The duration of the group transfer depends on many factors, starting from the efficiency of tourists exiting the airport building and ending with road conditions.

Representatives of the DMC wait for all participants of the transfer group. In cases where the tourists' exit is significantly delayed due to problems with passport control, transportation of prohibited goods, or baggage loss, it is recommended to notify the DMC via the hotline number +216 25 99 44 77 (Mobile, Viber, WhatsApp, Telegram). A fully assembled transfer group waits for delayed tourists for no more than 30 minutes. If tourists do not appear within this time, the bus leaves the airport. Compensation for the transfer cost or taxi to the hotel is not provided in such cases, and the cost of the unused transfer service is not refunded.

We draw tourists' attention to the need for respectful attitude towards other participants of the transportation and adherence to generally accepted rules of conduct during the group transfer. In the event of a tourist appearing for group transfer in a state of significant alcohol intoxication, as well as in case of violation by the tourist of public order norms, the DMC has the right to refuse transportation without compensation for the transfer cost and/or taxi cost along the corresponding route.

Upon meeting arriving tourists at the airport, they are given an informational leaflet, which indicates the name and phone number of the hotel guide, as well as the date and time of the informational meeting with the guide. The meeting with the guide is held at the tourists' accommodation hotel on the day of arrival or the next day. In exceptional cases, for guests of hotels located far from the main resort area (for example, Mahdia on the mainland or Zarzis on the island of Djerba), basic information about the country and available excursions

may be provided at the airport upon arrival with remote accompaniment by the hotel guide via phone and messengers (Viber, WhatsApp, Telegram). Hotel guides promptly respond to all tourists' questions and assist in resolving arising problems.

We strongly recommend that tourists attend the informational meeting with the guide at their hotel, the date and time of which are contained in the informational leaflet. During the informational meeting, tourists get acquainted with the hotel guide and exchange contact details with our representative. This way, the hotel guide has the opportunity to quickly contact tourists to communicate important information (transfer time to the airport or on an excursion, as well as any changes related to tourists' vacation).

The phone numbers of hotel guides and the hotline number of the DMC are presented in the informational leaflets given to tourists. However, these communication lines are intended exclusively for communication with tourists. Hotel guides do not have the authority to conduct any negotiations with third parties, which include representatives of travel agencies, tour operators, tourists' relatives etc. The hotline is intended for direct contact with tourists and prompt resolution of arising issues. Calls to this number by third parties who are not tourists are not desirable. Any inquiries from travel agencies and tour operators must come exclusively through official communication channels – via email.

The arrival time of the transfer at the hotel for transportation along the "hotel – airport" route should be clarified in the folder or on the stand located in the hotel lobby in the evening of the day before departure. Information is published between 18:00 and 20:00. If tourists have problems finding the information or have any remaining questions, they should contact the hotel guide.

The route of the transfer bus during the return transfer is also determined by the DMC and depends on the location of the hotels relative to the airport. We ask tourists to show respect to other participants of the transfer and to arrive on time.

In cases of tourists' absence at the hotel reception, employees of the DMC take measures to search for them. However, the transfer cannot wait for transportation participants for more than 15 minutes, as this may lead to the bus arriving late at subsequent hotels and being late for check-in at the airport. If tourists fail to appear, the representative of the DMC who conducts the transfer fills out a special form signed by the hotel representative as a person confirming the fact of the vehicle's arrival and waiting for the guests.

We strongly recommend that tourists inform representatives of the DMC if they do not intend to use the booked group transfer along the airport-hotel and/or hotel-airport routes. Advance notification allows preventing delays in the transfer for searching tourists in the hotel and the associated inconveniences for other transportation participants.

If tourists arrive at the meeting point on time but do not find the transfer, they should immediately contact the hotel guide. Minor delays in transportation are possible and may be related to searching for tourists in previous hotels or road conditions. In such cases, it is recommended to contact the hotel guide immediately to clarify information.

Upon disembarking from the bus at the end of the transfer, tourists must ensure that their personal belongings have not been left in the vehicle. Upon receiving tourists' requests with information about personal items forgotten or lost during transportation, the DMC assists in their search but bears no responsibility if they are not found.

Plan of action in case tourists' luggage did not arrive

Upon discovering that their suitcase is missing from the baggage claim conveyor, tourists must contact the staff at the "Lost & Found" counter, where they will be asked to fill out a baggage loss report – Property Irregularity Report (PIR). The report is completed by passengers or airport staff in printed letters in English. Tourists should take a copy of the report and keep it until the baggage is received or a claim is filed with the airline if the baggage is not found.

In Tunisia, regardless of the arrival city or airline, there is no practice of delivering found baggage to the passenger's place of accommodation. When the baggage is found, airport or airline staff will contact the tourists and inform them of the need to come to the airport to pick it up. Third parties, including but not limited to representatives of the DMC, are not authorized to collect baggage on behalf of tourists. The passenger in whose name the baggage is registered must appear in person at the airport. Tourists can travel to the airport on their own or ask the hotel guide to help organize transportation to or from the airport. The costs associated with such transportation are paid by the tourist.

If the baggage is found after the trip ends or is declared lost, tourists are recommended to maintain contact with airline representatives regarding baggage delivery or compensation for lost baggage.

Plan of actions in case luggage was damaged

Upon discovering baggage damage at the airport, tourists must contact airport staff and draw up a Property Irregularity Report (PIR), as well as take photos and videos of the damaged elements. We recommend keeping all documents (boarding passes, baggage tags and receipts, reports). To claim compensation, tourists must contact the tour operator or the airline directly, as the carrier is responsible for the baggage from the moment it is checked in until it is received.

If baggage damage is discovered during group or individual transfer, it is necessary to report it to the guide and photograph the damage. Our representatives will conduct an inspection and take all necessary measures to establish responsibility for the damage and determine the grounds for compensation.

We strongly recommend that tourists check their baggage at each stage (upon receipt from the baggage conveyor at the airport, upon receipt from the bus luggage compartment) and immediately report any discovered damage. Delayed notification of discovered damage (that is, not at the moment of detection, but after some time) significantly reduces, and in most cases completely eliminates, the possibility of establishing responsibility and, accordingly,

claiming compensation, since in such a case it becomes impossible to establish responsibility.

Plan of actions in case someone else's luggage was taken from the baggage conveyor

Upon discovering that a tourist has mistakenly taken someone else's luggage from the baggage conveyor, it is necessary to photograph the baggage tag and the overall view and report this to the guide. Our representatives will conduct an inspection and take all necessary measures to locate the tourist's baggage.

Upon receiving a tourist's report about lost baggage, the DMC provides assistance in its search but does not bear responsibility if the baggage is not found.

The tourist can travel to pick up the found baggage on their own or ask the hotel guide to help organize transportation to receive the found baggage.

We strongly recommend that tourists check their baggage upon receipt at each stage (upon receipt from the baggage conveyor at the airport, upon receipt from the bus luggage compartment) and immediately notify the DMC of any discrepancies to quickly and correctly resolve the situation.

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 Tunisian legislation, an exception to this rule is the booking of a package tour that includes a round-trip flight, i.e., with departure from the tour operator's country of operations and return to that country upon completion of the tour. During the check-in registration procedure, the tourist's passport will be checked for a stamp confirming arrival from the country of operations of the tour operator that made the booking. In the event of the absence of such a stamp, as well as in the presence of any other discrepancy in the provided information about the arrival route, the cost of the tourist's accommodation as part of the tour will be recalculated according to the rates applicable to the market of the tourist's citizenship. The tourist must pay the difference in accommodation cost through the representative of the DMC at the rate for the tourist's citizenship country provided in the contract between the tour operator and the accommodation facility, or at the hotel reception according to the hotel's price list. In the event of improper contestation by the tourist of the need for additional payment, the DMC and the hotel administration reserve the right to

refuse accommodation, with full retention of the cost of accommodation by the hotel administration for that tourist paid as part of the tourist product.

The above exception does not apply to tourists who are not citizens of the tour operator's country of operation and are booking only the accommodation service from the tour operator. The cost of accommodation for such tourists must be requested individually by the tour operator from the DMC. In the event of detection by the tour operator's employees, the DMC's employees, or the hotel administration of inaccurate data about the tourist's citizenship specified during booking, the cost of accommodation for that tourist will be recalculated according to the rates applicable to his citizenship country and charged as an additional payment in the booking or at the hotel reception, depending on the time of detection of such discrepancy. In such cases, the DMC bears no responsibility for possible inconveniences, delays in check-in or refusal of accommodation.

The Tunisian laws prohibit accommodating in one room a foreign tourist and a Tunisian citizen of another sex unless they are officially married. During check-in registration at the hotel, such couples will be asked for a marriage certificate. If the tourists are not in an officially registered marriage, it is necessary to book two separate rooms with single occupancy (SNG). In the event of refusal by the tourists to comply with this requirement, the DMC and the hotel are released from any responsibility for refusal of accommodation.

According to Tunisian legislation, hotels are prohibited from providing alcoholic beverages as part of the All Inclusive and Ultra All Inclusive meal concepts to guests with citizenship 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 these guests, the Soft All Inclusive meal system applies. The DMC bears no responsibility for the refusal to provide alcoholic beverages to guests of the specified categories, as this restriction is regulated by local legislation and the hotel's internal rules.

Hotel categories

In Tunisia, all accommodation facilities undergo state registration. Certification, based on which accommodation facilities are assigned a service category of 1*-5*, guesthouse, apartments, etc., is not mandatory and is carried out at the initiative of the accommodation facility owners. However, despite this, the absolute majority of accommodation facilities on all popular resorts in the country have the specified certificates issued by the Tunisian National Tourism Office (ONTT). The DMC's assortment includes a wide range of Tunisian hotels belonging to different 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, tourists are recommended to familiarize themselves with information about the hotel on the tour operator's website, the hotel's website, as well as on independent rating platforms and specialized sites with traveler reviews. These actions will help tourists get the most complete idea of the quality and assortment of services in the preferred hotel.

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 01.11.2024, 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.

Mandatory air conditioning period

The mandatory air conditioning period in Tunisia lasts from June 15 to September 15. Provision of air conditioning outside the above-mentioned period is at the hotel's discretion. If the hotel does not provide air conditioning outside the mandatory period, this circumstance cannot serve as a basis for a claim.

Seasonal features of hotel operation

As a general rule, in Tunisian hotels, the beach bar, bars and restaurants with seating on open terraces and water slides operate from June 1 to September 30, as their effective operation depends on weather conditions. At the hotel's discretion and in the presence of favorable weather conditions, these services may be launched earlier or completed later than the specified dates. If the hotel does not provide seasonal services outside the mandatory period, this circumstance cannot serve as a basis for a claim.

Seasonal services are provided on a consecutive basis. Thus, with the onset of the warm season, the indoor pool stops operating, and the water park starts functioning. When switching to the winter season – in reverse order: the water park stops functioning, and the indoor pool opens.

The full list of services in the hotel is provided only in the high season and is not provided at the beginning or end of the tourist season. This allows hotels to offer lower accommodation rates in the low season. If tourists are interested in receiving a service from the hotel that is not listed in the basic services and/or a seasonal service during their stay, the possibility of obtaining such a service specifically during their stay period must be clarified in advance with the tour operator. We draw attention to the fact that the provision of each service is at the hotel's discretion, and refusal to provide it cannot serve as a basis for a claim.

Room categories and their features

When booking a travel product, tourists, in addition to the hotel, choose the room type from those available in the hotel's range. Common types of accommodation in a standard room are: SNG – one tourist, DBL – two tourists, and TRPL – three tourists. When booking standard rooms with SNG and DBL occupancy, in most hotels the same standard room is provided in both cases. A room intended for three tourists (TRPL) (depending on the room capacity of a specific hotel) may be represented as a standard room with an additional bed set up on the day of arrival, or as a room of increased area with a bed for the third tourist included in the basic room configuration. Additional beds may be represented by a standard bed, sofa or rollaway bed. Additional beds for children may be represented by a standard bed, sofa, rollaway bed or bunk bed. For more comfortable accommodation of more than two adult tourists in a room, it is recommended to choose rooms belonging to the FAMILY ROOM and SUITE categories.

If tourists have a desire to change the room category after check-in, they can contact either the hotel reception or the hotel guide directly. When contacting hotel employees directly, requests for room change are considered faster (than through the guide). Please note that neither the hotel nor the DMC can guarantee a room change. The hotel provides rooms depending on occupancy and, if there are available rooms of the requested category, may ask tourists to make an additional payment for the price difference in the cost between rooms of different categories, calculated according to the hotel's price list. Moreover, the additional payment may be higher than when contacting our representative. This additional payment is not subject to subsequent compensation from the DMC or the tour operator.

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.

If the view from a room of a certain category is not declared, but tourists wish to get a room of the same category with a specific view, such a wish must be indicated during the tour booking. Please note that such wishes are conveyed to the hotel but are not guaranteed. The hotel provides rooms depending on the hotel's occupancy and the availability of rooms at the time of check-in. In this case, the hotel's refusal to provide a specific view from the room cannot be considered a basis for a claim.

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. Thus, priority in providing rooms located on lower floors in buildings without an elevator or at the minimum distance from the sea, restaurant, or elevator will be given to guests with limited mobility, elderly guests, as well as guests with children. 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 tourists have complaints about the quality of accommodation in the hotel or the quality of service in the hotel, they are recommended to address the hotel guide.

Check-in to the hotel is carried out after 15:00. Provision of rooms before the specified time is at the discretion of the hotel administration and subject to 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.

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 video recording 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 as 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.

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 for providing tourists with clean drinking water are determined by the hotel's concept and may differ in low, medium and high seasons. In Tunisian hotels, there are 5 main approaches to providing drinking water:

- unlimited provision of bottled water. With this approach, tourists can receive an unlimited amount of bottled water in the hotel's bars and restaurants during their operating hours;
- limited provision of bottled water. Upon check-in, tourists are provided with a certain number of vouchers for receiving bottled water for the period of their stay. Tourists can receive water at a convenient time in the hotel's restaurants and bars during their operating hours, using vouchers;
- daily provision of a certain amount of bottled water per room, regardless of the number of guests;
- provision of water in coolers located on the hotel grounds and accessible to tourists around the clock. Water can be poured into disposable cups. It is prohibited to pour water in own water containers;
- provision of water in coolers located in the hotel's restaurants and bars, accessible to tourists during the operating hours of these food outlets. Water can be poured into 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.

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 15:00 of the first paid day. On the day of departure all the services become unavailable at 12:00, 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 or lobby bars.

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 7:00. Tourists who go on an excursion or leave for the airport after 7:00 are sure to have breakfast at the hotel. If an airport transfer or an excursion implies leaving the hotel between 5:00 and 7:00, 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 on an excursion or leaving for the airport before 5:00, 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.

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.

In the vast majority of Tunisian hotels, the "mini-bar" service implies only the presence of a cooling device (mini-fridge) in the room, which is not replenished by the hotel either free of charge or for a fee. The exceptions are high-budget hotels, where mini-bar replenishment may be provided by the hotel policy. We recommend carefully familiarizing yourself with the rules of hotels considered for travel.

In most Tunisian hotels, Wi-Fi is provided free of charge in the lobby and other public areas. The signal quality can decrease if numerous users are present simultaneously in the same area. Internet speed is not declared and depends on the possibilities of providers at the hotel location. In some hotels, tourists are offered improved Wi-Fi connection for an additional fee. Hotels in higher price categories invest more resources in ensuring stable internet connection than hotels in the mid and low price segments.

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.

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.

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 move 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.

Natural features of the Tunisian coast. Seaweeds

Seaweeds on the Tunisian beaches are a seasonal 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'Amenagement du Littoral). APAL does not allow the hotels to remove seaweeds from the beaches. The hotels strictly adhere to APAL's regulations since their violation leads to high fines. The hotels are allowed to sweep 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 the 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.

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.

Plan of actions in case of lost belongings

In case of discovering a loss of valuable belongings, tourists are recommended to contact the hotel guide for prompt coordination of their actions.

The hotel guide and other representatives of the DMC provide necessary assistance in communicating with the hotel administration, and may accompany tourists when filing a report with the police, as well as assist with translation and filling in the documents. However, representatives of the DMC cannot provide tourists with legal advice or act as their representatives 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 caused to guests' property and/or health. This type of insurance is primarily used 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 chosen by the hotel when concluding the insurance contract. In case of the hotel insuring civil liability to third parties, the object of insurance is the hotel's property interests related to the obligation to compensate for damage to the property and/or health of third parties. This type of insurance allows hotels to shift the burden of paying all expenses related to liability to third parties onto the insurance company.

Please note that only the tourist's written statement to the police can serve as a basis for an investigation. If the tourist decides to refuse to go to the police, the hotel may, at its discretion, conduct an internal investigation. However, in the absence of the tourist's statement to the police, the hotel will not be able to file a claim for compensation with the insurance company and pay monetary compensation to the tourist.

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.

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 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.

Excursion Service

General Rules

During the information meeting conducted by the hotel guide, tourists are provided with information about excursions available for visiting during their stay. The list of excursions with their duration and price is presented in the leaflet issued to tourists at the airport upon arrival. The excursion schedule published in the excursion leaflet may change depending on weather conditions, dates of state and religious holidays. If the minimum number of participants is not reached, the excursion may be canceled with an offer to change the program, postpone it to another date or provide a full refund of the excursion cost.

Tourists are not recommended to purchase excursions or other services from third-party organizations. The DMC does not handle claims for compensation for improper organization or cancellation of excursions, unless they are purchased through hotel guides.

Before departing for the excursion, tourists must check the excursion date, name, departure time from the hotel and the number of participants specified in the excursion receipt. We ask tourists to treat other participants of the group excursion respectfully, to arrive promptly for boarding the bus both at the start of the excursion and during stops along the route. If tourists are late by more than 15 minutes to the meeting point (whether departing from the hotel or during the excursion program), the provider has the right to leave the hotel or meeting point without the late tourists and without subsequent compensation for the excursion or transportation back to the hotel.

During the excursion, tourists are not recommended to leave money and valuable belongings in the excursion bus unattended. Tourists should exercise caution in crowded places and not carry large sums of money or valuables in pockets easily accessible to 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. When disembarking from the bus at the end of the excursion, tourists must ensure that their personal belongings have not been left in the vehicle. Upon receiving tourists' inquiries about personal items forgotten or lost during the excursion, the DMC provides assistance in their search but does not bear responsibility if they are not found.

If a tourist feels unwell during the excursion, he or she shall inform the excursion guide to decide on the possibility of further participation in the excursion. If necessary, the guide may assist in organizing transportation or ordering a taxi from the excursion site to a medical clinic or hotel. Transportation costs to the clinic or hotel are paid by the tourist personally.

Cancellation policies for excursions purchased in Tunisia and refund policy

When canceling an excursion purchased from a representative of the DMC in Tunisia, the refund amount depends on the number of hours remaining before the start of the excursion: 100% is refunded if notified 48 hours or more in advance, 50% if notified 24 to 48 hours in advance and no refund if notified 0 to 24 hours in advance.

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

An exception to the general refund rules for excursions is the presence of a medical certificate from the tourist establishing the diagnosis and containing a prohibition (not a recommendation) on participation in the excursion on a specific date. The medical document can be obtained either through the tourist's inquiry to the insurance company, which sent a medical worker to the insured, or through a direct visit to a doctor bypassing the insurance company. In this case, the excursion cost is refunded only for the person in whose name the certificate is issued. If a child and one accompanying adult were supposed to go on the excursion, and one of them has a certificate with a record of contraindications for visiting the excursion, the excursion cost is refunded for both the child and the accompanying person. The refund amount in each of the listed cases is 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.

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

When booking a trip to Tunisia, tourists have the opportunity to pre-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 for the entire period of the annual charter program implementation.

The DMC reserves the right to make changes to the excursion schedules due to objective circumstances, such as adverse weather conditions, state and/or religious holidays, seasonal features, failure to reach the minimum number of participants and other factors.

In cases where organizing a pre-purchased excursion before arrival in Tunisia is not possible, it may be canceled with an offer to change the program, postpone it to another date, or provide a full refund of the excursion cost.

When replacing an excursion purchased before arrival in Tunisia with a program of a higher price, the tourist pays the price difference on-site to a representative of the DMC.

When replacing an excursion purchased before arrival in Tunisia with a program of a lower price, after the end of the trip, the tourist should contact the agency where the tour was purchased or the tour operator with a corresponding request for refund of the price difference.

Postponing a pre-paid excursion to another date within the tourist's stay in Tunisia is carried out only upon prior agreement with a representative of the DMC, provided there is a corresponding program in the schedule and available seats.

A full refund for an excursion pre-purchased before arrival in Tunisia that did not take place not at the tourist's initiative is carried out after contacting the agency where the tour was purchased or the tour operator with a corresponding request after the end of the trip.

When canceling an excursion pre-purchased before arrival in Tunisia, the rules for calculating the refund amount are the same as those for excursions purchased from a representative of the DMC in Tunisia. The refund amount depends on the number of hours remaining before the start of the excursion: 100% is refunded if notified 48 hours or more in advance, 50% if notified 24 to 48 hours in advance, and no refund if notified 0 to 24 hours in advance.

If tourists are unable to use the excursion on the booked date, to avoid the application of general refund rules with deduction of part of the cost, they may be offered to attend a similar program on another day or another program of their choice. The possibility of recalculating the excursion cost or the need for additional payment is determined individually in each case and depends on the amount of expenses actually incurred by the excursion organizer on the originally planned date.

An exception to the general refund rules for excursions is the presence of a medical certificate from the tourist establishing the diagnosis and containing a prohibition (not a recommendation) on participation in the excursion on a specific date. The medical document can be obtained either through the tourist's inquiry to the insurance company, which sent a medical worker to the insured, or through a direct visit to a doctor bypassing the insurance company. In this case, the excursion cost is refunded only for the person in whose name the certificate is issued. If a child and one accompanying adult were supposed to go on the excursion, and one of them has a certificate with a record of contraindications for visiting the excursion, the excursion cost is refunded for both the child and the accompanying person. The refund amount in each of the listed cases is determined individually.

Upon confirmation of a full or partial refund for an excursion pre-purchased before arrival in Tunisia that did not take place at the tourist's initiative, payment is made after contacting the agency where the tour was purchased or the tour operator with a corresponding request after the end of the trip.

Important information

Currency exchange and reverse currency exchange

It is more convenient to exchange dollars or euros 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 euros at the airport before the return flight. According to the Tunisian laws, hotels are prohibited from performing the reverse currency exchange.

At the airport, reverse currency exchange is carried out after the check-in procedure for the flight but before passing through passport control, and only upon presentation of a receipt for currency exchange made at the hotel with a bank stamp. After passing through passport control, currency exchange is no longer possible, and Tunisian dinars that were not exchanged in the designated area and are detected by customs control officers during random passenger inspections will be confiscated. Upon confiscation, customs service officers prepare an official act and provide a copy to the tourist. Based on this act, the tourist can receive a refund of the confiscated Tunisian dinars upon returning to Tunisia. The refund of confiscated dinars is carried out only at the airport where the confiscation occurred, and only to the tourist in whose name the act was issued. Refunds of the confiscated amount of Tunisian dinars to third parties, as well as refunds for departure from another airport in the country, are not permitted.

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 heavily dependent on the tourism industry, in practice, the customs service usually limits itself to confiscating only the excess amount of funds, and no fine is imposed. However, this established practice may change at any time, which is why we strongly recommend declaring large amounts of money upon entry 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, as this is a matter of the tourist's personal responsibility for complying with Tunisia's currency

legislation. Government officials do not negotiate with third parties unless it is a Tunisian lawyer hired by the tourists to represent 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.

Prohibition of photo and video recording

For reasons of national security in Tunisia, it is prohibited to photograph objects with the national flag and infrastructure facilities (including but not limited to: administrative buildings, airports, seaports, railway stations, bridges, police stations), as well as police officers, military personnel, other government employees, and people praying. It is also strongly recommended not to attend mass events, rallies, strikes and not to photograph such events. If such actions are detected, Tunisian law enforcement officers have the right to request that the tourist provide access to the technical device used for filming to delete the relevant files or confiscate the technical device without the possibility of return. In both cases, the tourist may additionally be subject to administrative liability. A law enforcement officer, while on duty, may not be in uniform (some units operate in civilian clothes), which is not a basis for disobeying their instructions.

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.

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 (lasting less than 1 month), it is recommended to choose special tariff plans for tourists that "expire" after a month. For example, the Tourist SIM plan from Tunisie Telecom for 30 days costs 45 Tunisian dinars, which is approximately \$15. 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, after a month, the device will be automatically blocked.

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).

Alcoholic beverages in Tunisia are sold exclusively in specialized stores with a license to sell alcohol, which are sufficiently numerous not only in cities but also in resort areas. Depending on the size of the store, the range of beverages varies, with the widest selection available in stores located in the capital, Tunis.

Alcohol imported into Tunisia is on the list of excisable goods with a high excise duty rate, hence it has a fairly high cost for the end consumer. Imported alcohol is available for order in hotel restaurants (for an additional fee), in restaurants outside the hotel, and for purchase in stores located in the capital.

During the holy month of Ramadan, the serving of alcoholic beverages in hotels, as well as in licensed establishments outside the hotel for foreigners, is not restricted. However, the sale of alcoholic beverages in specialized stores is completely prohibited not only during the holy month of Ramadan but also year-round on Fridays. In 2026, the holy month of Ramadan falls in the period February-March.

Traditions and rules of conduct in Tunisia

Tunisia has many mosques, and most of its residents profess Islam. However, guests of this country are not required to observe a strict dress code or adhere to fasting rules during the holy month of Ramadan. Yet, tourists should not visit non-tourist areas in revealing clothing, short shorts/skirts and tank tops in lingerie style. When leaving the hotel grounds, additional clothing must be worn over a swimsuit. Visiting religious sites is possible only while adhering to the dress code (consult with your hotel guide about this).

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

Gratitude expressed through tips is not mandatory and is at the tourists' discretion. While in the hotel, tourists can leave a reward for the good work of the maid, bartender, waiter or bellboy. The amount of tips usually ranges from two to three dinars or more, at the tourists' discretion. The amount of tips left in a restaurant outside the hotel is determined by the guests. The unspoken rule is 10% of the bill amount.

When in public places, tourists must exercise caution and not leave their personal belongings unattended to avoid theft. When tourists leave the hotel grounds, it is

recommended to carry a photo or copy of their passport, while leaving valuable belongings and documents in the hotel room safe.

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.

Some hotels in Tunisia have mandatory age limits for guests: adults-only hotels (18+), hotels for adults and teenagers over 16 years (16+), hotels for adults and teenagers over 14 years (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.

Insurance policy activation rules

We recommend that tourists familiarize themselves with the terms and conditions of medical expense insurance before traveling and choose the optimal rate that corresponds to the planned type of vacation, age, accompanying illnesses, or limitations. 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 assumes 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.