

There are always many questions to be answered before a trip even begins. No query is too big or too small but to save time, we have set up a list of the most frequently asked questions to help you on your way.

If you don't get the answer you were looking for then [email us](#) and we will endeavour to get back to you as soon as possible.

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**How do I book/pay?**

You can book online through our website. You must pay a deposit of 10% via PayPal or credit card when booking to secure your place. You can pay the remaining amount, with PayPal or a bank transfer up to 28 days before departure.

**Is my deposit refundable?**

No, your deposit paid at the time of booking is non-refundable.

**Are flights included in the tour price?**

No, you will need to make your own arrangements to get to the meeting point for the first day of your tour.

**Will I get confirmation of my payment?**

As soon as your payment has been processed by our accounts team, we will send you a confirmation email. Please note this may take anywhere from 3 to 5 working days, depending on your method of payment.

**What is included in the tour price?**

The tour price includes accommodation for the duration of the tour, transport by private coach, breakfasts and dinner as per your itinerary, ferry crossings (where applicable), and in addition to guided walking tours and excursions as per your itinerary. On top of this, you will have a tour leader to assist you along the way with great tips and handy advice! Please refer to the tour page on the website where a full breakdown is given.

**Can you explain about the compulsory food fund?**

The food fund is a necessary payment which provides you with all of your breakfasts (buffet style) as well as selected evening meals. Please see the specific itineraries for your tour to see which evening meals are included.

**The tour I want is unavailable, what does this mean?**

This means that this specific date for tour you want is currently fully booked so you will have to consider an alternative date.

**Can you send me a quote?**

The price you see on our website is the price you will pay for the tour. Whatever price is shown on the website for your departure date on the day you book is the price you will pay. This means that as soon as you book and pay your deposit, you secure this price.

**Do you do package tours?**

We do not organise packages, you will need to book your own flights and transfers to meet up with the tour.

**Can you tailor a tour to my needs?**

No, we only run the tours which are advertised on the website.

**Are children allowed / is there a discount for them?**

Our tours are not suitable for young children, so we set a minimum age limit of 12 years old on our Comfort Tours. We recommend that you only bring children on the shorter tours. We do not take children on our Budget Tours. There is no discount for children.

**Do I need a visa to travel to on your tours?**

For our Europeans tours certain nationalities need a Schengen visa and Expat Explore can assist you in obtaining these visas from the relevant embassies in London if you have a UK resident permit. Expat Explore can also assist with visas for Egypt. You must apply in your country of residence. For full requirements, click on [Expat Explore visa assistance](#).

**How can I get the documents I need to apply for my Schengen visa?**

Expat Explore can provide travellers requiring visas with visa support documents on a request basis. Please note that you are required to pay for your tour in full in order to receive the documents. This is an embassy / consulate

requirement by law. Please allow up to 48 hours after payment has been completed and processed to receive your documents once you have requested them.

### **What happens if my visa gets rejected?**

Please allow sufficient time to complete the visa process (at least 3 weeks). Should your visa application be unsuccessful, you will be given an option to change your date subject to availability and advance notification. If you wish to cancel your tour you should notify us as soon as possible (cancellation fees apply so please look at our terms and conditions).

### **Can we start/finish the tour in Europe?**

Some of our tours start and finish in Amsterdam. For those starting in London, you can start and finish the tour along the route we take, in either Paris or Amsterdam as per your itinerary. It is important to tell us when booking if you intend to do this so we can send you the relevant meeting point information. Please note that there is no discount if you decide to do this.

### **Where does my tour depart from?**

For the tours that start in London, we depart from the car park next to our office, near Canada Water underground station (on the Jubilee Line / London Overground Line in South East London). For the tours that start in Amsterdam we depart from our Amsterdam hotel (pre & post accommodation and transfers are available to book). Final information will be confirmed when booking tour. Please refer to your tours specific Pre-Departure Information for further detail.

### **What time do the tours depart and when will I be back in London / Amsterdam?**

Tours departing from London are usually scheduled to leave between 06:00-07:00 in the morning. You should be back in London at around 20:00 on the last day of your tour, depending on ferry crossing times and local traffic. Tours departing from Amsterdam meet at 10:00 at the hotel details of which will be confirmed after booking. At the end of the tour there are two possible drop off points in Amsterdam; namely Central Station or at the hotel where the tour started. You will arrive back around 17:00 depending on traffic. Final information will be confirmed when booking tour.

### **Can you help me with accommodation before or after my tour?**

Pre and post tour accommodation is available to book on most of our tours to give you the chance to explore more of your arrival / departure cities as time in these cities at your own leisure. We can offer bookable pre & post tour accommodation for the tours starting and finishing in Amsterdam and in London we can offer pre & post tour accommodation to book.

### **Can you provide us with flights / airport transfers before or after the tour?**

We do not provide flights. We can offer bookable transfers for the tours starting and finishing in Amsterdam and in Rome.

### **Can you cater for my dietary requirements?**

Yes, before the tour starts you will receive an email from us requesting your dietary requirements and we forward these on to the hotels. There is always a vegetarian option which is a meal without meat. We try as much as we can to offer you the traditional local cuisine and therefore cannot cater to specific Asian cuisine.

### **How much luggage can I bring?**

Due to weight and space limitations, you are allowed to bring one piece of luggage weighing up to 20kg and one small bag for hand luggage. On all tours you will have to carry your own luggage (e.g. into hotels and up to your room if hotels don't have lifts). Please bear this in mind when you are deciding what to pack.

### **Do you have storage / left luggage facilities?**

No, we do not have these facilities either on the coach or at our office. For security reasons you will be required to take all your belongings off the coach each night. Please bear this in mind when you are deciding what to bring.

## **What should I pack?**

The weather is always unpredictable and will depend on the time of years you are travelling. As a general rule, you will need comfortable shoes, as we do a lot of walking tours on our trips, a towel as not all of our hotels will supply you with one and a watch and an alarm clock are essential items as time keeping is very important on tour. You will create memories you will want to treasure forever so please don't forget to bring spare memory cards for your camera, and a relevant adapter so you can recharge the batteries. Add to that your passport, visas and a sense of adventure and you are ready to go! Please refer to your tours specific Pre-Departure Information for further detail.

## **Do I need to change money before the tour?**

It's entirely up to you, but we don't recommend carrying large amounts of cash. You can come equipped with local currency or change money as you go. There are also cash machines at or near most of our hotels and resorts where you can withdraw cash. If you intend to do this then make sure that your card issuer is aware that you will be travelling.

## **How much spending money do I need for my holiday?**

This is up to you of course, and this will vary depending on how much wish to spend on snacks, drinks, souvenirs etc. We do not include entrance fees to attractions and museums. We do, however, provide you with free time to see everything you want, and our tour leaders will have all the information on pricings and locations so you can manage your own budget. Please refer to your tours specific Pre-Departure Information for further detail.

## **What kind of accommodation do you use on your tours?**

We use a mix of 2 and 3 star hotels, hostels, bungalows and chalets for our different tours. Clean linen is always included, so you do not need to bring a sleeping bag. Towels are not included, so you should bring one with you. We have searched and invested in excellent budget options, either located in cities or well placed with public transport connections. Please refer to your tours specific Pre-Departure Information for further detail.

## **What about room sharing / single supplements?**

In Europe we use either twin share (Comfort Tours) or multi-share, same-gender, (Budget Tours) rooms depending on the tour style. We don't offer single supplements for our European tours and if you are a single traveller, you will be roomed with a fellow traveller of the same gender. Single supplements are available on our Egypt tours. If you booked separately from a friend with whom you want to share accommodation then please let us know.

## **Can you tell me the name of the hotels I will be staying in?**

A full list of accommodation names and addresses will be given to you on the first day of your tour.

## **What is the average age of your groups?**

Expat Explore's Budget Tours operate on an 18-38 policy in accordance with the multi-share, same-gender, room facilities. The average age of groups on the Comfort Tours is between 20 to 45 years of age; however we most definitely welcome "older travellers" who are still young at heart! A positive attitude and an open mind are more important than a number.

## **How many other people will be on my tour?**

It depends on how many other people book! There could be between 25 - 48 other people so you have the opportunity to make lots of friends!

## **How much walking is involved in your tours?**

We believe the best way to get to the heart and soul of a city is on foot, surrounded by the people and the culture. For this reason we do walking tours through most of the cities we visit. Many of the cities you visit are vast and old, often with steps and cobblestones. Our walking tours can last up to 3 hours with plenty of opportunities to take photographs and soak up the history of these fascinating places, but you do require a certain level of fitness to enjoy your trip to its fullest.

## **What level of fitness do I need to participate in these tours?**

All travellers are required to carry their own bags, get on and off the coach and use public transport. Our city walking tours can last up to 3 hours and certain places involve walking up and down lots of steps. We want you to enjoy your tour, so read through the itinerary thoroughly and make your own conclusions as to whether you feel that you are fit and healthy enough.

### **Is Europe / South Africa / Egypt a safe place to travel?**

Europe has a low rate of crime and corruption and travelling here is generally considered safe and hassle free. South Africa and Egypt are in many respects developed countries, much of their populations, particularly in rural areas, live in poverty. By being vigilant and using common sense, you should have a safe and pleasant trip as many tourists do each year. Regardless of where you travel, you need to take care of your belongings, especially in crowded tourist areas, just as you would anywhere else in the world. Your tour leader will be on hand to offer local advice on each area you visit. The Foreign & Commonwealth Office (FCO) [www.fco.gov.uk](http://www.fco.gov.uk) provides travel advice for each destination we visit – each country has a summary and general information as well as advice on safety & security, local laws & customs, entry requirements and health.

### **What happens if I miss the coach during the tour?**

You will have to make your own way to the next destination at your own expense. Please ensure you are on time for all departures to avoid being left behind.

### **What happens if I forget or lose my passport?**

Unfortunately you will be unable to continue the tour if you require visas in order to travel. Your passport is an essential travel document and should be kept safe at all times.

### **Do I get allocated a seat on the coach?**

No, we do not allocate seats as we like to encourage you to change seats each day!

### **What time does each day start on tour?**

Generally we like to make an early start so that you can spend more time at each destination. Where possible your guide will arrange a later start. On your free days you can have a lie in!

### **How much time will be spent on the coach?**

Many of the countries / continents are vast and varied and there will be some long driving days on your tour. This gives you the opportunity to enjoy watching the changing countryside as it rolls past your window, to share music with your fellow travellers, watch a few movies or get involved in some of the games and quizzes hosted by your tour leader. Where possible we have also included stops at points of interest.

### **Should I tip the tour leader and driver, and if so, how much?**

Whilst we fully understand that some nationalities are not accustomed to tipping, this is a normal part of culture in many of the countries we visit. Tipping has become an increasingly accepted practice in all areas of the service industry, but particularly in restaurants, bars and taxis worldwide.

Expat Explore crew members will transform your trip experience from just good, to exceptional, and where this is the case a tip (even a modest one!) is always hugely appreciated. Your Expat Explore crew will be travelling with you from just a few days, up to a few weeks, and you'll soon become good friends. It is sometimes easy to forget that they work hard to ensure that you have your once in a lifetime experience. If you feel that your Expat Explore crew have done a good job, and you would like to tip them, this would be highly appreciated. We suggest approximately £1.50 - £2.50 per day per person travelling for your crew. Tipping is entirely voluntary and the above rate is offered as a suggested guide only.

### **Who will be my tour leader?**

Our tour leaders come from all walks of life with different backgrounds and interests. They are all confident and well-travelled with an in depth knowledge of the destinations they are working in, and a passion for helping you make the most out of your Expat Explore tour.