



**Expat Explore Travel Ltd.**

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## Frequently Asked Questions

### **How to book/pay?**

You can book online, directly through our website. You have to pay a deposit of 10% via PayPal when booking to secure your place. You can pay the remaining amount, with PayPal or a bank transfer up to 28 days before departure. If you experience problems while trying to book a tour please email our bookings department: [bookings@expatexplore.com](mailto:bookings@expatexplore.com)

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

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

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

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

### **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. Please note this may take anywhere between 3 and 5 working days, depending on your method of payment.

### **Will I receive any further information once I've booked a tour?**

Yes, we will send you a pre-departure email up to 4 weeks before your departure date. This will include the meeting time and exact location of your tour as well as other details such as the hotel names and addresses.

### **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), guided walking tours and excursions as per your itinerary. On top of this, you will have a professional guide 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.

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

Expat Explore provide travellers requiring visas with an e-ticket which includes receipt of payment, an official itinerary and a list of hotel addresses. Please note that you are required to pay for your tour in full in order to receive the documents. This is a requirement from the Consulate. You can request these once you've paid. Please allow up to 48 hours after payment has been completed and processed to receive your documents.

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

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

### **Is my deposit refundable?**

No, your 10% deposit paid at the time of booking in non-refundable.

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

The average age of groups is between 20 to 45 years old. Although we do welcome "older travellers" who are still young at heart!

The average age of groups on the "comfort" tours is between 20 to 45 years old. Although we do welcome "older travellers" who are still young at heart! Our "Budget" tours are aimed at young people aged between 18-38 inclusive.

### **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. There is no discount.

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

We use a mix of 2 and 3 star hotels, hostels with private rooms & bungalows/Chalets within self sufficient resorts. Clean linen is always included, so you do not need to bring a sleeping bag. Twin or double rooms where possible, please note multi-share rooms are expected in places like Switzerland (limited room upgrades available.) We have searched and invested in excellent budget options, either located in cities or well placed within public transport connections.

We use a mix of 2 and 3 star hotels, hostels with private rooms & bungalows/Chalets within self sufficient resorts. Clean linen is always included, so you do not need to bring a sleeping bag. On the "comfort" tours you will get a private room based on two sharing and triples are available in most places too. On the "budget" tours it will be multi-share accommodation with a maximum of 6 to a room. We have searched and invested in excellent budget options, either located in cities or well placed within public transport connections.

### **What about room sharing?**

We don't offer single supplements for our European tours. If you are a single traveller, you will be roomed with a fellow traveller of the same gender. If you booked separately from another traveller you want to share with then please let us know.

### **Where do the Europe tours depart from?**

All European coach tours currently depart from the car park next to our office, just outside Canada Water underground station (on the Jubilee Line/London Overground line, Zone 2, south east London). \*Please note that some itineraries are due to change in 2012. Final information will be confirmed when booking tour. Depending on your tour, you will either depart from London, Amsterdam, Rome or Venice. Please see your specific itinerary. If your tour starts in London, it will depart from the car park next to our office, just outside Canada Water underground station (on the Jubilee Line/London Overground line, Zone 2, south east London) In Amsterdam, Rome and Venice you'll have to get to the accommodation we stay in to begin your tour. You'll be given more details nearer the time.

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

#### **What time do the tours start and finish?**

European coach tours usually depart between 07:00-08:00 in the morning. You should be back in London at around 19:00 on the last day of your tour, depending on ferry crossing times and local traffic. \*Please note that some itineraries are due to change in 2012. Final information will be confirmed when booking tour. Tours from London usually depart between 07:00-08:00 in the morning and arrive back by 19:00 on the last day

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

It depends on how many other people book! There could be up to 46 people so you have the opportunity to make lots of friends!

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

We do not provide these services so you are solely responsible for all your arrangements before and after the tour.

### **Although our tour starts and finishes in London, can we start/finish the tour in Europe?**

Yes, you can start and finish the tour along the route we take, in Paris or Amsterdam as per your itinerary. You will meet your guide at the hotel on the first day of your tour. Your guide's contact number and hotel details will be sent to you. Please advise us when booking if you intend to do this. Please note that there is no discount for doing this.

### **Are there luggage/baggage restrictions?**

Unlike other tour operators we don't weigh your luggage, so you can bring what you like. But please bear in mind that you will have to carry your own suitcases/bags from the coach up to your hotel room and sometimes there may not be elevators.

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

No, we don't have these facilities

### **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!

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

Yes, before the tour starts you will receive an email from us asking you about your dietary requirements. There is always a "vegetarian" option which does not include meat. Also, we try to eat the local cuisine of the places we are staying so cannot offer your native cuisine.

### **How much spending money do I need for the Europe tours?**

This is up to you of course, but as an indication you might want to budget for about 20-25 Euro per day, although it could be less or more than this depending on the day. This does not include optional excursions. Lunches and some meals are not included. We do not include entrance fees to attractions and museums. We do, however, provide you with free time to see

of your tour, depending on ferry crossing times and local traffic. You'll be notified of the meeting arrangements for the other tours that don't start and finish in London.

**Do I need a visa to travel to Europe?**

Certain nationalities need a Schengen visa. For those that do, you'll need a separate UK visa as well if you intend to spend any time in Great Britain. You must apply yourself in your country of residence to the Consulate of the country you will spend the most amount of time in.

everything you want, and our guides will have all the information on pricings and locations so you can manage your own budget.

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

It's entirely up to you, but we don't recommend carrying large amounts of cash. You can come equipped with some Euros 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 around Europe.