

BEFORE YOU GO

PASSPORT / VISA / TRAVEL DOCUMENT

1. Passport must be valid for at least 6 months from the return date of your trip. Make sure your passport is not too full. Most countries require between two and four blank pages in your passport.
2. No visa required for US passport holders to tour Europe with Ritz Tours except Turkey and Russia. (Exception: Tour RGA passengers visiting the port of call in Kusadasi on cruise do not need an entry visa for Turkey). It is the responsibility of non-US citizen travelers to obtain proper visas of all countries in a timely manner. Passport, visa and travel-advisory information is available from the State Department's Consular Affairs site at <http://travel.state.gov>.
3. Permanent Resident Aliens need both passport and Alien Resident Card for re-entry to the States.
4. Passport and visa are always the sole responsibility of travelers. Ritz Tours is not responsible when travelers are denied entrance for any reason at any foreign country in spite of valid passport and visa. Our tour fare does not include any fees for passports and visas.
5. Keep travel documents, passport, credit card and valuables with you at all times while on tour. Carry emergency contact person's name, address and telephone number with you. It is strongly suggested that you make a copy of all your travel documents and keep them in a safe place.
6. It is recommended that your travel documents, passport, air tickets, and cash not be kept together, so you would not lose everything in case something happens. Be sure you have everything with you before leaving for the airport.

CONSULAR INFORMATION

The U.S. Department of State provides Country Specific Information Sheets for every country in the world, as well as Travel Alerts and Warnings. Find this information by calling 1-888-407-4747 from the U.S. & Canada, 1-202-501-4444 from Overseas, or visiting its website at travel.state.gov. If you are overseas and in need of emergency assistance, contact the nearest U.S. embassy or consulate.

HEALTH & TRAVEL INSURANCE

1. **Please bring your vaccination card with you and keep it in a safe place. Will need it when you take the Eurostar Train from London to Paris.**
2. For your own protection and peace of mind, travelers are strongly advised to purchase travel insurance prior to departure.
3. It is important to familiarize yourself with any potential health issues or concerns related to your destinations, and so we strongly recommend consulting the Center for Disease Control and Prevention (CDC) for up-to-date information on required and recommended vaccines and medications. Visit them online at wwwnc.cdc.gov/travel or call 800-232-4636.
4. Plan to visit your doctor or local travel clinic at least 4-6 weeks before departure to allow time for any vaccinations to take effect or to fill any prescriptions.
5. If you are taking prescription medication, please pack in your hand luggage sufficient quantity for the duration of the trip and make sure it is fully labeled.
6. It may be useful to bring aspirin, over-counter medicine for flu, indigestion, motion sickness, pain, band-aids, etc.

7. In case of illness, please immediately advise your tour conductor and / or local guides for further assistance. However, Ritz Tours is not responsible for any medical expenses.

BAGGAGE

1. Ritz Tours assume no liability for loss, delay and / or damage to baggage in transit to or from a tour or while on tour. All baggage and personal effects are, at all times and in all circumstances, at the risk of the passengers. Baggage allowance varies by airline and is subject to change at any time; for up-to-date baggage allowance and policy please check with your airlines before departure. Passengers are responsible for paying for any checked baggage, hand baggage and/or excess baggage charges.
2. Do not over pack, leave space for purchases in Europe. To avoid overloading your suitcase, the less is the better. Any luggage must have a baggage tag and a TSA recognized lock. Do not lock baggage before security check unless your lock is TSA accepted and recognized.
3. For more information about U.S. airport security and TSA recognized locks, please check U.S. TSA's website at www.tsa.gov.
4. Use luggage tags provided by Ritz Tours listing the name, address in the US, telephone number as well as the tour code, for easy group identification.
5. Baggage Allowance on coach: Baggage is at the owner's risk throughout. Due to the limited capacity for luggage storage on the coach, passengers are allowed to bring one suitcase and one carry-on bag per person. Any excess luggage will cause additional charges.
6. Consider including one night's essentials for the whole family in one of the suitcases or in your carry-on bag to avoid inconvenience in case of loss or delayed flight.
7. Keep your personal necessities and valuables with you at all times instead of packing them in checked luggage. Never leave your valuables on the bus. Neither Ritz Tours nor the bus company bears responsibility for any loss, theft, or damage of your valuables.
8. The tour fare does not include any porter service. In order to make appropriate arrangements, please notify the tour manager in advance if you need porter service. The charge varies by hotels, and approximates 5 USD per piece each hotel.



WEATHER

When preparing for your trip, it is important to keep an eye on the forecast at your destinations. Before you go, visit Weather Channel Service at weather.com to find weather information and average temperatures on European cities during your travel times.

CLOTHING

1. Choose clothing wisely for the season. Go casual, simple and light when you travel. It is indispensable to always carry a waterproof jacket, a raincoat or umbrella with you for all seasons.
2. Definitely wear comfortable and casual clothes that can be layered.
3. Bring a warm jacket, scarf, gloves, and hat for mountains and glaciers in Switzerland and Norway, even in summer.
4. Casual attire and good walking shoes are on order during the day. Avoid shorts, flip-flops, tank tops when entering churches, museums, casinos, or certain occasions such as concerts.
5. Dress code on the cruise: Most nights are smart-casual,

meaning sport shirts and slacks for men, while women will be comfortable in skirts or pants and blouses, or casual dresses. When dining in the main restaurant on “Captain’s Night” and “Gala Evening”, passengers are suggested to dress up.

THINGS TO CARRY

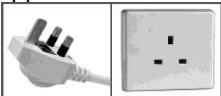
1. Casual attire, comfortable walking shoes, slippers, sunglasses, hat, sun-block lotion, insect-spray, swimwear, rain coat, solution for contact lenses, and shaver, etc.
2. Books, magazines, iPad, tablet, snacks, etc.
3. Camera, camcorder, cell phone, battery, charger, power bank, and extra memory card, etc. You may have no time to look for these items while on tour, it is advised to bring these along if needed. Note that these items may be more expensive overseas.
4. The importation of certain goods, such as animal skins, counterfeit and pirated goods, are prohibited for all travelers whether you are exiting or returning to the US. It is YOUR responsibility to ensure you do not break the law.
5. No matter the country from which you are departing or entering, it is always important to understand airport and airline safety and security, remembering to cooperate with airport, airline and customs officials.

CURRENCY / CREDIT CARD

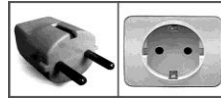
1. Traveler’s checks are perhaps the safest form of currency to carry while traveling overseas. If lost or stolen, they are replaceable at no charge by the issuing company within a short period of time. However, traveler’s checks today are not the most convenient way to get currency in Europe. Some merchants and banks do not accept them. In addition, the exchange rate for traveler’s checks is lower in some European countries. It is suggested that you prepare sufficient US dollars.
2. Credit cards are widely accepted in Europe except Discover Cards. It is suggested to bring two major credit cards and to notify credit card’s company of your trip before departure. Write down phone numbers for your bank and credit card companies. If you have a problem using your card or it is stolen, you'll have the phone numbers handy to call and cancel it.
3. ATMs (Automated Teller Machines) are popular in Europe. Call your bank before your trip and let them know that you will be overseas so your funds do not get canceled while you are traveling. Your bank will also be able to advise whether your bank card/credit card will work where you are going. It’s best to take a mixture of money – credit card, debit card or traveler’s check, cash card, plus cash just in case. If all else fails, have someone you can depend on for an emergency transfer.
4. All travelers entering or leaving the EU with a sum equal to or exceeding 10,000 Euros have to declare the amount in writing to Customs without being individually requested to do so.

ELECTRICITY

1. Europe's electrical system is different from the U.S. in two ways: the voltage of the current and the shape of the plug. European appliances run on **220 volts**.



(Three rectangular prongs plug in England, Scotland, and Ireland)



(Two round prongs plug in most Continental Europe)

1. You'll need a European converter and plug adapters.
2. Bring your own hair blower and shavers. Do not forget the chargers for your cell phone, camera batteries, and perhaps your laptop.

WHEN YOU ARRIVE

ARRIVAL

When you arrive at the destination airport of the tour, you need to clear customs, collect your luggage and exit. Meet Ritz Tours representative at the Arrival Hall (Exception: for Tour RGA when arriving at Greece Airport, our representative will be waiting for you inside the Baggage Claim Area). **Do wear Ritz Tours’ Badge** for easy identification. Be aware that our representative will pick up passengers between terminals, please allow some time for the representative to meet you.

Land Package Travelers:

You are responsible for arrival airport transfer (to hotel) and departure airport transfer (from hotel).

- a) As a courtesy Ritz Tours will provide complimentary arrival airport transfers with certain transfer schedules and conditions. To reserve this free service, Land Package customers have to contact Ritz Tours at least 35 days prior to departure. However, if your flight is delayed for any reason, our tour guide and bus will not wait. You must contact our tour guide or local representative upon arrival and follow instructions to transfer to the meeting point or hotel by yourself. In this case the cost of transportation from the airport to the meeting point or hotel will be your own responsibility. No reimbursement will be made.
- b) Departure airport transfer may be provided at no charge to you as well, only if you have the same flight schedule and same airport as the main group.

Land & Air Package Travelers:

What should you do in the event that your flight is delayed beyond its scheduled time of arrival?

- a) **Short Delays (within one hour):** Claim your luggage and clear the Customs as quickly as you can. Our tour guide or local representative will be waiting for you at the arrival hall.
- b) **Long Delays (more than one hour):** Contact Ritz Tours' tour guide upon arrival. Follow instructions to transfer to the meeting point or hotel by yourself. The cost of transportation from the airport to the meeting point or hotel is the traveler's responsibility.

HOTELS

1. Many European hotels now go smoke-free (including E-Cigarettes). All hotel guests are required to follow the smoke-free policy.
2. To protect the global environment, European hotels rarely provide toothbrushes, toothpaste, or slippers. Please prepare for yourself.

- Never leave your purse or valuables on the chair while you are waiting in the hotel lobby or eating in the restaurant.
- Cooking is not allowed in any hotel in Europe.
- Always be cautious when staying at a hotel. If you are alone, do not get on an elevator if there is a suspicious-looking person inside. Keep your room door locked at all times. Never allow strangers into your room. Meet visitors in the lobby.
- Typically, elevators in Europe are small compared to American standards. And the European pace of life is different to what we're used to in America - much slower. Be patient when waiting for an elevator or luggage in hotels.
- Air conditioning / Heaters: Please be aware air conditioning is not always available.
- Do not enter the hotel swimming pool when it is closed.

MEALS & ENTERTAINMENT

- Meals will be provided as specified in the detailed itinerary.
- Mineral water and drinks are not included in tour fare. Travelers have to pay for soft drinks and beverages at meals.
- Tap water quality may vary depending on where you are in Europe. Bottled water is generally safe, but only in sealed, tamper-proof containers. No hot water or dispenser will be provided in the hotel room. Bring your own hot water bottle if you like hot boiled water or hot tea.
- Breakfast is based on the European style in the hotel. Please note that some hotels may arrange specific time and facility separately from other groups or individuals to facilitate the operation of our group.
- It is the customer's own decision to join in and pay for any optional sightseeing tour / local specialty cuisine dinner arranged by the local operator or tour manager. Peony Tours' online purchase window will be open until 7 days prior to departure for European tours. Passengers may have the opportunity to purchase optional items in advance and enjoy the advantage of convenience.
- \$1,500 - \$2,000 in cash is generally enough for each person while on tour (not for purchase of big or brand-name items or entertainment).

TIPPING

- Tipping is at your discretion. As a guideline, Ritz Tours recommends the following gratuities (GBP in the United Kingdom, EURO in other countries of Europe):
Tour conductor - 7 EUR or 7 GBP per guest per night
Long distance coach driver - 3 EUR or 3 GBP per guest per night
Local guide - 1 EUR or 1 GBP (half day), 2 EUR or 2 GBP (full day)
Local driver - 1 EUR or 1 GBP (half day), 2 EUR or 2 GBP (full day)
- Tips for service on Aegean cruise portion (Tour code: RGA) are included in the tour fare.

SHOPPING

- Shopping souvenirs is always a great joy when visiting foreign countries. Ritz Tours' tour guide is happy to assist you with any shopping inquiries while on tour.
- In most European countries, foreign tourists are allowed to claim back the GST (Goods and Service Tax) or VAT (Value Added Tax). Tax rates and conditions may vary by countries. Please inquire your local guide for the most up-to-date GST or VAT conditions of the scheme.

SAFETY & NOTES

- Keep an eye on personal belongings and valuables at all times. Beware of pickpockets. Don't leave valuables in the hotel or in the car.
- Respect other group members, your tour manager, tour guides and drivers. Do not travel alone at night.
- It is very common in Europe that travelers have to pay to use restrooms. It is advised that you bring some coins at all times.
- Ten front seats on each tour bus are reserved for travelers who would like to purchase preferred seats for personal or physical needs, with a fee of \$50 or \$100 per seat. And for the fairness and general comfort of other group members, rules of daily seat rotation will be set.
- In Europe, passengers must fasten seat belts in buses and coaches.
- Be mindful and respectful of local customs when visiting cultural or religious sites. Most cathedrals, churches, and mosques, and museums expect visitors to have their shoulders and knees covered. Watch for signs telling you to put your cell phone or recorder away.
- For the protection of your own interests, read carefully your itinerary and hotel information before departure. Leave a copy for your family member in the US.
- A nice & smooth trip counts on every tour member's high cooperation. It is important to follow the indicated meeting time and meeting point punctually.
- For all flight delay, flight cancel or any other emergency, travelers should immediately contact Peony Tours for assistance:

US Area/ During Office Hours

Headquarters 1-888-345-7489

US Area/ After Office Hours

626-677-3415

London/ During Office Hours

44-207-089-0600

/ After Office hours

44-770-833-3368

***If we miss your calls, please leave your message with your name and phone number. Your message is very important to us. We will call you back as soon as we can.**

EXCHANGE RATES

The following exchange rates are as of May, 2022 for your reference only. For current rates you may check the website.

COUNTRY	UNIT OF CURRENCY	USD 1 -EQUALS
Austria	Euro (EUR)	0.95
Belgium	Euro (EUR)	0.95
Czech Republic	Czech Koruna (CZK)	24.00
Croatia	Croatian Kuna (HRK)	7.00
Denmark	Danish Krone (DKK)	7.00
Estonia	Euro (EUR)	0.95
Finland	Euro (EUR)	0.95
France	Euro (EUR)	0.95
Germany	Euro (EUR)	0.95
Greece	Euro (EUR)	0.95
Hungary	Hungarian Forint (HUF)	362.00
Iceland	Icelandic Krona (ISK)	130.00
Ireland	Euro (EUR)	0.95
Italy	Euro (EUR)	0.95
Latvia	Euro (EUR)	0.95

Lithuania	Euro (EUR)	0.95
Luxembourg	Euro (EUR)	0.95
Monaco	Euro (EUR)	0.95
Netherlands	Euro (EUR)	0.95
Poland	Polish Zloty (PLN)	4.46
Portugal	Euro (EUR)	0.95
San Marino	Euro (EUR)	0.95
Slovakia	Euro (EUR)	0.95
Slovenia	Euro (EUR)	0.95
Spain	Euro (EUR)	0.95
Switzerland	Swiss Franc (CHF)	0.97
Sweden	Swedish Krona (SEK)	9.80
Turkey	Turkish Lira (TRY)	14.80
U. K.	British Pound (GBP)	0.79
Vatican	Euro (EUR)	0.95

Croatia	00	385	+6
Slovenia	00	386	+6
Italy	00	39	+6
Switzerland	00	41	+6
Czech Republic	00	420	+6
Slovakia	00	421	+6
Liechtenstein	00	423	+6
Austria	00	43	+6
U.K.	00	44	+5
Denmark	00	45	+6
Sweden	00	46	+6
Norway	00	47	+6
Poland	00	48	+6
Germany	00	49	+6
Russia	00	7	+8
Turkey	00	90	+7
Iceland	00	354	+4

TELEPHONE & TIME DIFFERENTIALS

1. Daylight Saving Time (Summer Time): All countries in the European Union (EU) observe Daylight Saving Time (DST). But the precise time of the switch differs from country to country.
2. If you plan to use your US mobile phone or smart-phone in Europe, contact your phone company for international roaming plans and fees. You may use a phone card or buy a SIM card in Europe to use on your tri-band unlocked cell phone.
3. For direct dialing to Europe, the International Access Code, Country Codes and time differences are listed below for your reference. Hotel telephone costs are high. You may want to bring your cell phone. Your tour conductor or local guide will assist you in this matter.

*** From USA to Europe, dial:**

USA int'l access code (011) + country code + city code + local number

*** From Europe to USA, dial:**

Int'l access code + USA country code (1) + city code + local number

<u>Int'l Access Code</u>	<u>Country Code</u>	<u>Time difference with New York</u>	
U.S.A.	011	1	-
Greece	00	30	+7
Netherlands	00	31	+6
Belgium	00	32	+6
France	00	33	+6
Spain	00	34	+6
Portugal	00	351	+5
Luxembourg	00	352	+6
Ireland	00	353	+5
Finland	00	358	+7
Hungary	00	36	+6
Lithuania	00	370	+7
Latvia	00	371	+7
Estonia	00	372	+7
Monaco	00	377	+6
San Marino	00	378	+6
Vatican	00	379	+6