

**THINGS TO KNOW BEFORE YOU GO**

**EUROPE**

(Updated May 2018)

*Thank you for choosing RITZ TOURS!!!*

Our experienced staff of Europe specialists takes pride in providing you with the very best in service and planning. We offer the best quality tours at the most affordable prices. We hope you will have a wonderful trip!

**PLEASE FIND ENCLOSED THE FOLLOWING TOUR DOCUMENTS:**

1. E-ticket copies of International Airline tickets and US Domestic Tickets (if applicable)
2. Cover letter with tour guide and hotel information
3. Vouchers (if applicable)
4. Ritz Tours Badge
5. Luggage Tag
6. A copy of "Europe Trips--Things to Know Before You Go" with emergency contact information
7. Travel Insurance Policy (if applicable)

Again, thank you for choosing Ritz Tours as your Partner-in-Travel. We are confident that your trip will be happy and rewarding. If you need further information, please contact your travel agent or Ritz Tours. And please provide your invaluable comments at [www.ritztours.com/feedback](http://www.ritztours.com/feedback) after your trip.

We wish you Bon Voyage!

## Passports & Visas

**Passports** must be valid for at least 6 months after the return date of your trip.

- ❖ **Visas:** A visa is not required for US passport holders visiting Europe; however a visa is required for visiting Turkey and Russia. If you are holding a non-US passport please ensure you obtain all necessary visas prior to your departure. For more information regarding passports, visas and travel-advisories, please visit [www.travel.state.gov](http://www.travel.state.gov)
- ❖ **Permanent Resident Aliens** will need to provide both their passport(s) and Alien Resident Card(s) when returning to the US.

## Medical Requirements & Insurance

- ❖ **Travel Insurance:** For your protection, we highly recommend all travelers to please purchase adequate travel insurance.
- ❖ **Health check:** Please consult with your doctor before your departure to ensure you are fit and healthy to travel, and if you have any questions about vaccinations for the countries you are visiting.
- ❖ **Prescription medication:** If you are taking prescription medicine, please pack in your hand luggage a sufficient quantity for the duration of the trip and make sure it is fully labeled (please bring your original prescription, if possible). It may also be useful to bring aspirin, over-the-counter medicine for flu, indigestion, motion sickness, etc.
- ❖ **Illness on tour:** In case of illness, please immediately advise your tour manager and/or local guides for further assistance.

## Baggage

- ❖ Ritz Tours welcomes each passenger to bring one suitcase and one carry-on bag. Due to the limited capacity for luggage storage on the vehicle. Ritz Tours does not accept more than one suitcase per person in order to avoid any additional charges for excessive luggage.
- ❖ **Baggage** allowance for international flights may vary by airline and is subject to change at any time. For up to date baggage allowance information, please check online at each airline's website.
- ❖ **American Airlines** standard free baggage allowance: one (1) checked bag per person with size and weight per bag allowed (length + width + height) 62 in (158 cm) each; maximum free weight allowed 50 lbs (23 kgs) each, carry-on baggage is limited to one piece, 45 in (115 cm) but no larger than 22 in (56 cm) length, 14 in (36 cm) width, and 9 in (23 cm) height. ([www.aa.com](http://www.aa.com))
- ❖ **Luggage tags:** Please use Ritz Tours luggage tags on all luggage with your name and address written.
- ❖ **TSA locks:** We recommend locking your luggage with a TSA approved lock.
- ❖ **Carry on baggage:** Consider packing one change of clothing and toiletries in your carry-on bag to avoid inconvenience caused by delayed or lost luggage.
- ❖ **Personal belongings:** Keep your personal necessities and valuables with you at all time 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.

- ❖ **Porter service:** Your tour fee does not include any porter service at hotels. If you'd like to add porter services please inform your tour manager. The charge varies by different hotels and may cost at least US\$5 per piece at each hotel.
- ❖ **Important note:** our representatives cannot enter the luggage claim area, so please collect your luggage and exit. Our local representatives will be waiting for you outside.

## Tipping

As a guideline, we recommend the following gratuities (GBP in the United Kingdom, EURO in other countries of Europe):

- ❖ **Throughout tour manager**  
€7 or £7 per guest per night
- ❖ **Local guides**  
€1 or £1 (half day), €2 or £2 (full day)
- ❖ **Local drivers**  
€1 or £1 (half day), €2 or £2 (full day)
- ❖ **Long distance coach driver**  
€3 or £3 per guest per night

## Money Matters

- ❖ We suggest bringing a combination of cash, credit and debit cards.
- ❖ **Credit & debit cards** are widely accepted throughout Europe. It is suggested to bring two credit cards and to notify credit card's company of your trip before departure.
- ❖ **Advise your bank** the dates and countries you will be visiting before travelling abroad.
- ❖ **Customs:** All travelers entering or leaving the EU with a sum equal to or exceeding 10,000 Euros must declare it on their customs form.

## Electrical Requirements

- ❖ **Converters & adapters:** 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**. You'll need European converter and plug adapters (two round prongs plug in most continental Europe, three rectangular prongs plug in England, Scotland, and Ireland).
- ❖ **Chargers:** Remember to bring the chargers for your electrical devices, camera batteries.

## Meals & Entertainment

- ❖ **Meals** will be provided as specified in itinerary. If you have any food-related allergies or restrictions, please let your tour manager know and we will try our best to accommodate your request(s).
- ❖ **Optional tours & meals:** We have carefully selected a variety of inspiring optional tours and meals, which you may add to your itinerary either before you depart or during your tour. If you decide to buy any optional tours from your tour manager while on tour, you will need to pay using cash in the local currency.

## Hotels

- ❖ **Valuables:** Always keep your valuables with you at all times
- ❖ **Tap water** quality may vary depending on where you are in Europe. Bottled water is generally safe, but only in sealed, tamper-proof containers.
- ❖ **Coffee & tea making facilities** are provided in most 4-5\* hotels in Europe. If you would like, you may bring your own hot water bottle for hot water or tea.
- ❖ **Elevators:** Elevators in most European hotels are generally smaller than in the US. Please be patient when waiting for elevators or for luggage in hotels.
- ❖ **Air conditioning and heaters:** Some hotels in Europe may have air conditioning and/or heating units that you can control manually in your room. The temperatures in some hotels are controlled automatically. Some hotels do not have air conditioning or heating.

## Flight Arrivals & Delays

- ❖ **Flight arrivals in Europe:** Upon arrival, please make your way through customs, collect your luggage and exit. Your Ritz Tours representative will be waiting for you in the arrivals hall.
- ❖ **For all flight delays:** If your outbound flight from the US is delayed or cancelled, or if you have an emergency, please call us on 1-800-900-2446 or 1-888-345-7489 during business hours (M-F, 0900 am- 0530pm PST) or our London office +44 207-470-8854 so we can help, or to let us know your new flight information. Out of office hours please call the emergency contact listed in your travel documents.
- ❖ **Flight delays less than 1 hour:** Claim your luggage and clear customs. A Ritz Tours representative will be waiting for you at the arrivals hall.
- ❖ **Flight delays more than 1 hour:** Contact your Ritz Tours' tour guide upon arrival. Your guide will let you know where to meet, and you will need to make your way on your own (most clients take a taxi). Please pay for the cost of the transfer from the airport to the meeting point and save the receipt. You may be able to claim the expenses from your travel insurance provider (see insurance policy details).

## In Case of Emergency

- ❖ **Your emergency contact in the US:** Before departure please advise Ritz Tours who is your emergency contact in the US, so we can be in touch with them in the event there is an emergency while you are abroad.
- ❖ **Leave a copy of your itinerary** to friends and family before your departure, in case they need to reach you on tour.

## Staying in Touch & Wi-fi

- ❖ **Wi-fi** is included in most hotels. Some hotels may charge for wi-fi use. If you would like to add wi-fi access to your room please check the costs with the front desk at time of check-in.
- ❖ **International calls:** While it is possible to make international phone calls from your hotel room, the charges can be especially high. It is always best to purchase international calling cards or prepaid SIM cards. Please check with your cell phone provider before you leave to check international roaming fees and to ensure your phone will be able to make international calls. You may also make VOIP calls when wi-fi is available.
- ❖ **From USA to Europe**, dial: 011 + country code + city code + local number
- ❖ **From Europe to USA**, dial: International access code + 1 + city code + local number

## Clothing

- ❖ We suggest bringing comfortable, casual clothing and good walking shoes for the trip.
- ❖ Please be aware some churches and other sites in Europe have specific dress requirements (i.e. no shorts or sleeveless tops).
- ❖ Check online for weather conditions before you go and pack accordingly.

## Other Important Notes

- ❖ **Restrooms:** It is common in Europe that travelers have to pay to use restrooms. It is advised that you carry some coins at all time.
- ❖ **Bus seating:** There will be daily seat rotation, but you may also upgrade to premium seats in the first few rows of the coach. Ask your booking agent for more details.

## International Dialing Codes

COUNTRY	ACCESS CODE		TIME DIFF FROM EST
Austria	900 or 00	43	6
Belgium	0	32	6
Croatia	-	385	6
Czech Republic	0	420	6
Denmark	0	45	6
Finland	990	358	7
France	0	33	6
Germany	0	49	6
Greece	0	30	7
Holland	0	31	6
Hungary	0	36	6
Ireland	0	353	5
Italy	0	39	6
Liechtenstein	0	423	6
Luxembourg	0	352	6
Monaco	-	377	6
Norway	95	47	6
Poland	0	48	6
Portugal	0	351	5
Russia	810	7	8
Slovenia	-	386	6
Spain	7	34	6
Sweden	9	46	6
Switzerland	0	41	6
Turkey	0	90	7
Vatican	0	39	6
U.K.	0	44	5
U.S.A.	11	1	-

## Exchange Rates

The following exchange rates are valid as of 5/2018 and are for your reference only. For the most current exchange rates please check online. We often use xe.com.

COUNTRY	UNIT OF CURRENCY	US \$1 =
Austria	Euro (EUR)	0.84
Belgium	Euro (EUR)	0.84
Czech Republic	Czech Koruna (CZK)	21.46
Croatia	Croatian Kuna (HRK)	6.51
Denmark	Danish Krone (DKK)	6.26
Finland	Euro (EUR)	0.84
France	Euro (EUR)	0.84
Germany	Euro (EUR)	0.84
Greece	Euro (EUR)	0.84
Hungary	Hungarian Forint (HUF)	264.75
Ireland	Euro (EUR)	0.84
Italy	Euro (EUR)	0.84
Luxembourg	Euro (EUR)	0.84
Netherland	Euro (EUR)	0.84
Norway	Norwegian Krone (NOK)	8.035
Portugal	Euro (EUR)	0.84
Russia	Russian Ruble (RUB)	63
Slovenia	Euro (EUR)	0.84
Spain	Euro (EUR)	0.84
Switzerland	Swiss Franc (CHF)	1.003
Sweden	Swedish Krona (SEK)	8.67
Turkey	Turkish Lira (TRY)	4.27
U. K.	British Pound (GBP)	0.738

## Average Temperatures of Major European Cities (°F)

### Amsterdam

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	40	41	47	54	62	70	75	75	70	57	48	42
L	31	31	34	39	45	51	55	55	51	45	38	34

### Athens

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	54	56	60	68	79	88	92	92	85	74	65	57
L	41	42	44	49	57	65	69	69	63	56	50	44

### Avignon

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	49	53	59	67	74	82	87	78	68	56	50	68
L	34	36	41	45	51	58	61	60	57	49	41	37

### Belfast

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	45	46	49	53	58	62	66	66	61	55	50	47
L	35	37	39	44	48	52	52	49	44	39	37	

### Brussels

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	42	43	49	56	64	68	72	73	66	58	48	44
L	33	33	37	41	48	53	57	56	51	46	39	35

### Budapest

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	34	39	50	61	70	75	79	79	72	61	46	37
L	25	28	36	43	52	57	59	57	52	45	36	28

### Cardiff

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	47	48	52	57	63	68	71	71	66	59	52	48
L	36	36	39	41	47	52	56	55	51	46	40	37

### Cologne

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	41	44	51	58	66	70	75	75	67	58	48	43
L	36	37	43	48	56	61	65	64	58	51	42	38

### Copenhagen

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	36	36	39	49	60	68	71	68	62	53	42	36
L	27	27	29	36	44	50	53	52	47	42	35	29

### Dublin

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	48	48	51	54	59	64	68	67	63	57	52	49
L	39	39	41	44	48	53	56	53	48	43	40	

### Edinburgh

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	44	45	49	53	58	63	66	66	62	56	49	45
L	34	35	37	40	44	49	53	49	44	39	35	

### Florence

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	46	50	57	66	78	85	88	88	80	66	55	48
L	35	37	42	48	60	68	68	68	64	53	44	37

### Frankfurt

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	39	42	51	58	67	75	77	77	68	57	46	41
L	30	30	35	39	47	53	57	56	50	43	36	32

### Heidelberg

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	39	43	52	60	68	73	78	77	71	60	47	41
L	30	31	35	41	48	54	57	57	51	44	36	31

### Innsbruck

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	34	39	52	61	70	75	79	75	70	57	46	36
L	19	25	30	39	46	52	55	54	48	39	32	25

### Istanbul

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	49	50	54	63	72	80	85	85	78	68	59	52
L	40	39	42	49	56	64	69	69	63	57	49	43

### Lisbon

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	55	56	60	63	69	74	78	79	74	69	62	56
L	46	46	47	51	54	60	62	63	61	56	51	46

### London

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	44	45	51	55	65	70	75	75	65	58	49	45
L	33	35	37	40	42	51	55	54	51	44	39	36

### Lucerne

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	37	41	48	56	64	70	74	73	67	57	45	38
L	26	28	33	39	46	52	56	55	50	43	34	29

### Luxembourg

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	37	39	48	57	64	70	73	72	66	55	45	39
L	30	30	34	39	46	52	55	54	50	43	37	32

### Lyon

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	43	47	54	60	68	74	81	80	72	62	50	45
L	32	34	38	42	50	56	60	60	53	47	39	35

### Madrid

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	48	53	51	55	73	81	89	88	80	67	57	51
L	34	35	38	43	49	56	62	61	56	47	40	35

### Milan

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	40	46	55	64	72	79	84	82	75	64	51	42
L	29	32	38	44	52	59	62	61	56	46	39	31

### Moscow

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	21	24	35	51	65	71	74	71	60	47	34	26
L	10	12	22	35	46	53	56	54	45	36	26	17

### Nice

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	55	55	59	63	68	75	81	82	77	70	61	57
L	43	46	50	57	63	68	68	63	57	48	43	

### Oslo

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	25	26	35	45	56	63	68	64	56	45	35	27
L	14	14	19	27	38	45	50	48	42	35	27	20

### Paris

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	42	45	52	60	65	78	80	80	70	59	49	43
L	32	33	36	41	47	60	60	60	50	44	38	33

### Prague

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	33	37	46	56	65	70	74	73	66	56	43	36
L	22	25	30	37	45	51	53	53	48	40	32	26

### Rome

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	54	56	62	68	78	85	88	88	83	73	63	56
L	39	39	42	46	60	70	70	70	65	53	46	41

### Salzburg

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
H	36	39	48	55	64	70	72	72	64	57	45	36
L	21	27	30	3								