

Please read this information carefully before you depart. Keep this information with you while travelling. If you have questions, please contact us at info@orminatours.com or through your travel agent.

GENERAL INFORMATION

WHO DO I CONTACT WHILE TRAVELLING?

Your documents contain Emergency Contacts for any issues you may experience while travelling for services that Ormina Tours has arranged. This contact is a local person in-country who can help you immediately. You should contact this number if you have a question, you are delayed, you cannot locate your driver or guide or you have an emergency. There may be more than one contact number listed, particularly when travelling across more than one country or region. You may of course contact your local travel agent or our Ormina Tours office, but given time differences, it may not be possible for us to provide immediate responses.

IMPORTANT

WHAT SHOULD I DO IF I DON'T HAVE A MOBILE WHILE TRAVELLING ?

It is vital you are contactable while travelling. We may need to contact you if there are any inadvertent changes, if you cannot be located, or in the case of an emergency. Therefore, we request you make arrangements so that you are contactable at all times. If you do not travel with a mobile phone, we will attempt to contact you through your hotel or through our representatives on the ground. If you do not have a phone and need to contact the Emergency Contact, please do so with the nearest payphone or ask your hotel to call on your behalf. If you are unreachable Ormina Tours cannot guarantee a refund for missed services.

WHAT IF I HAVE AN ISSUE OR PROBLEM WHEN TRAVELLING?

The Emergency Contact (or Tour Director/Driver on a Small Group Journey) is your primary contact on the ground! It is vital that any problems you have are raised as they occur so that they can be resolved to the best of our ability, in a timely manner. Ormina Tours cannot guarantee any refund for service or reimbursement for additional costs incurred if you fail to alert us or the Emergency Contact of an issue on the spot.

We strive to provide the best possible experience and we usually rectify any issue in real time. If you wait until you return home to alert us, it's typically too late to remedy any issue.

I'M RUNNING LATE FOR A MEETING TIME, WHAT SHOULD I DO?

We understand that sometimes things happen out of your control and this may mean you may be delayed in meeting a driver or guide. Our drivers and guides will typically wait for an allotted time, however if you are late you must call the Emergency Contact as soon as possible in order to make alternate arrangements.

While we do our best to accommodate in these situations, but we cannot guarantee your driver/guide will be available for a later arrival or that additional charges may not apply. Failure to contact the Emergency Contact prior to the missed service means a no show and is likely to result in any refund.

Group Sightseeing Tours typically do not wait for late participants. If you are running a little late for a scheduled group tour departure, we recommend still convening at the meeting point in case the group is still in the vicinity.

WHAT IF I WANT TO CHANGE SOMETHING IN MY ITINERARY WHILE I AM ALREADY TRAVELLING?

If there is any service on your itinerary that you wish to add, cancel or change, please contact us directly at info@ormintours.com unless the timing is urgent, in which case, you may contact your Emergency Contact. Please provide a minimum 48 hours' notice and we shall try our best to accommodate but please note we cannot guarantee any changes and any possible change maybe subject to additional fees or charges. Our cancellation terms are in our brochure and on our website, unless otherwise modified and advised in writing.

HOW MUCH LUGGAGE MAY I BRING WITH ME?

Baggage allowance includes one piece of luggage and one carry-on sized bag per person. If you require additional luggage, you should have indicated this on your Booking Form. If this has not been done, please contact us immediately to ensure whether this can be accommodated. Baggage that exceeds this quota may incur additional charges.

When in doubt always use your Emergency Contact. If you are unsure of the appropriate number, please ask us or your local travel agent prior to travel.

WHAT ADDITIONAL COSTS WILL I HAVE TO PAY WHILE TRAVELLING?

While we arrange all requested services prior to departure and indicate inclusions, there may still be costs that you may incur other than private expenses. These include:

- **City Taxes:** The Municipality of the city may impose a Daily City Tax for overnight stays. The fee is not included in the selling price and must be paid directly at the hotel on departure. It may range from €1 - €7 per person per night.
- **Tipping:** All guides and drivers are paid for their services, however in some countries it may be customary to tip. Please refer to the country fact sheet for further guidance regarding local tipping.
- **Meals and beverages:** Unless specified, meals and drinks are not included in your itinerary.

! IMPORTANT

YOUR CONTACT NUMBER WHILE ON TOUR IS IMPORTANT!

You are required to be contactable on your nominated 'contact number' while on tour. Please ensure you keep your phone with you and turned on so that our drivers and guides can get in touch with you. If you procure a local SIM card, please inform us of the new number at info@orminatours.com as soon as possible.

PRIVATE SERVICES

WHAT IF I CAN'T FIND MY PRIVATE DRIVER OR GUIDE?

Private drivers and guides will be waiting at specified locations. Sometimes at busy airports, train stations, or popular attractions it can be hard to find your driver/guide. If you are unable to locate them, you must call the [Emergency Contact](#) number.

If you leave without calling the [Emergency Contact](#), the service is considered a no show and no refund or reimbursement for additional costs incurred will be possible.

DO I NEED A VOUCHER FOR PRIVATE SERVICES?

No, private services including guiding, drivers/transfers, activities or meals do not require a voucher. If you want to reconfirm any services or have questions about pick-up times/locations, please contact us or your travel agent prior to travel and use the [Emergency Contact](#) number while on tour.

GROUP SIGHTSEEING

HOW DO I FIND MY GROUP SIGHTSEEING TOUR?

Meeting times and locations for Group Sightseeing tours are determined by third party local operators and are listed on your tour voucher. These details are subject to change, closer to the tour date. If this occurs, Ormina Tours will do our best to relay the information to you via your on-tour contact number or via your hotel when we are advised. It is important to allow a grace period for pickup and meeting times as the tour guide must attend to other participants. If you are unsure, please contact the [Emergency Contact](#) as specified on your tour voucher.

MORE ABOUT GROUP SIGHTSEEING

Different to our Small Group Journeys (capped at 10 people), Group Sightseeing Tours are run by local third-party operators, not Ormina Tours. While we request that these tours are kept to a minimum number, we cannot confirm the number of people on tour. Some of these tours may also deliver the group guiding in more than one language and you should check your documents as this is outside our control.

Start times may vary depending on the number of participants. If you are being picked up and are waiting longer than 30 minutes, please use the [Emergency Contact](#) number on your voucher.

Tour vouchers must be taken with you to ensure your place on all Group Sightseeing Tours. This is important as attendance in the group activity maybe denied without presentation of the voucher

HOTELS

I'M UNHAPPY WITH MY HOTEL ROOM, WHAT CAN I DO?

If there is a problem with your room allocated to you by the hotel, please liaise with the hotel directly as well as contact us at info@orminatours.com with the details so that we may work together to find a solution. Our hotels are hand-picked for their service and we will always aim to help you with any problems that may arise.

WHAT AMENITIES ARE PROVIDED IN MY HOTEL ROOM?

Amenities will vary between hotels and across countries and cities. Please check the hotel website for clarification. If you require certain amenities such as a hair dryers or irons, it is best to pack your own, allowing for the relevant difference in voltages for the countries visited.

If you have any questions, please contact us at info@orminatours.com for further information.