



The Art of European Travel

Travel Guidelines

IMPORTANT INFORMATION FOR YOUR JOURNEY





Introduction

Why do we love to travel - is it the journey or the destination?

Is it to relax, rejuvenate or escape from our busy lives at home? For the adventure and excitement of traversing new paths? To learn new cultures, both now and of years long ago? To build relationships with fellow travellers or with new friends from distant lands?

Is it the moments – a colourful sunset over the sea, a magnificent site not yet seen, a special bond forged, a new discovery, a wonderful meal or just the unexpected?

It may be some or all these things, which is why we believe the joy of travel is deeply personal depending on your curiosity and passion.

Whatever the reason, thank you for choosing to travel with Ormina Tours. Our belief is that travel is a celebration of life and we hope that your journey with us reflects this sentiment.

This document will give you an overview of what to expect in your travels, and offer solutions to any issues should they arise. We wish you a safe journey.

Reading your documents

Along with this document you would have received your unique travel documentation outlining your itinerary and included services with us. Please make sure to read these documents thoroughly prior to your departure and ask questions to your travel agent or to Ormina Tours if you are unsure about any details or information.

Depending on the services you have booked with us you will receive a number of pages that includes an overview page, day-by-day services with start times and city information, and information outlining your hotel bookings. All documents should include both your Emergency Contact while travelling as well as the Emergency Contact number of our team on the ground who can assist you should an emergency arise. Please make sure to read about how to use this service on the next page.

OVERVIEW PAGE

The top right image is an example of an overview page that shows a summary of dates and services that Ormina Tours will provide. These services will match the day-by-day services layed out on the consecutive pages.

INSIDE PAGES

The second image on the right is an example of the day's included services as well as relevant information such as start times / pick-up times and meeting locations. General city information is also available on days with a service listed. If you have no services booked with Ormina Tours on a date it will be listed as 'No Services'.

Please pay attention to the meeting times and locations. **Failure to meet at the specified time and location may result in a cancelled service that is non-refundable.** If a meeting location is specified and you have no transfer service to that location, you have not booked this service and you must make your way to the specified meeting location at the specified time.

Please read your daily service inclusions thoroughly and check all flight information prior to departure.

HOTELS PAGE

The third image is the Hotels page that gives information on each of the Hotels you are staying in, booked through Ormina Tours. This includes the room category you have booked, whether breakfast or board is included, the check-in and check-out dates, the hotel address, phone number, and your confirmation details.

Please note that by law the Municipality of the city may impose a Daily City Tax for all hotel stays. This fee is not included in the selling price and must be paid directly at the hotel upon departure.

Please remembers that we are here to help you have a smooth and enjoyable journey. If you are unsure or have any questions about your travel documentation, please contact your travel agent or Ormina Tours directly so that we can assist.



Emergency Contact

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 attempt to rectify any issues in real time. If you wait until you return home to alert us, it's typically too late to remedy any issue.



YOUR CONTACT NUMBER WHILE TRAVELLING IS IMPORTANT!

You are required to be contactable on your nominated 'contact number' while travelling. 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.

For urgent assistance, please call the Ormina Tours Emergency number listed on your personal Travel Documents, which connects directly to our European team. Note: This number does not accept text messages.

We often use 'WhatsApp' to communicate internationally while you are travelling and expect that you have the App downloaded and ready to use. If this method is not suitable you must inform us prior to travelling so that an alternative method of communication can be arranged.

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.

Please exercise your judgement as to whether it is appropriate to use the Emergency Contact or if you can contact Ormina Tours directly at info@orminatours.com, or alternatively contact your travel agent.

WHAT CONSTITUTES AN EMERGENCY?

The Emergency Contact should only be used in scenarios where you have no other options to rectify an issue. Examples of these include:

- You are unable to locate your driver/guide
- You are running late for a meeting time
- You are unable to check-in to your hotel
- Cancellation of services
- Services are not provided as described

USING THE EMERGENCY CONTACT NUMBER INCORRECTLY

While you are travelling with us we endeavour for you to have a smooth journey. This is why we ask that you read all your documentation and ask questions prior to your departure. A misunderstanding resulting from failure to clarify information in your documents prior to travelling will not be refundable.

Further to this, using the Emergency Contact number in an event that is not an emergency may result in a \$100 AUD fee (per contact).

As guidance, here are some examples of scenarios that do not classify as an emergency:

- Advice on what to do in your leisure time – please see our Travel Tips page in this booklet.
- Last minute change of mind to travel plans (unless you wish to cancel a service) – please read more on this on the next page.
- Requests for additional services such as activity or restaurant bookings.
- Hotel issues - please get incontact with the hotel directly.

Itinerary changes

Change requests while travelling

LAST MINUTE CHANGE POLICY

Once travelling, any change requests to your itinerary will fall under our 'last-minute change policy' as outlined on this page.

Change requests cannot be made with less than 1 weeks notice.

- Any requests for changes are subject to availability at the time of request.
- Each change request is subject to a set 'change fee' of \$100 AUD per change.
- There may also be additional charges for added/changed services. Please note that these prices may also be higher due to limited availability. A change will not be locked in until the cost has been confirmed by you.
- If a request is made and a service is unable to be fulfilled, or the quote is not accepted by you, the 'change fee' still applies.

CANCELLATIONS

All services are confirmed, and no refund will be provided once final payment is made. Should you wish to cancel any service while you are travelling, please use the **Emergency Contact number and email info@orminatours.com**. You will not be charged any additional fees for cancellations.

CHANGE OF MIND REQUESTS

Examples of change of mind requests may include:

- Rescheduling of any services e.g., changing a date or time of a service already booked with us.
- Amending any services e.g., adjusting a transfer route or length, adjusting a sightseeing tour, pickup times etc.
- Any changes to a hotel booking.
- Changing train times or tickets.

Change of mind requests will incur our 'change fee' as per our last-minute change policy. To make a change of mind request please email info@orminatours.com with specific information of requested changes.

ADDITIONAL SERVICES

Examples of additional service requests may include:

- New service requests e.g., additional transfers, extra stops during a transfer, guided tours, ticketing.
- Restaurant bookings.

Additional service requests will incur our 'change fee' as per our last-minute change policy. To request an additional service please email info@orminatours.com with specific information of requested additions.

CHANGES OUTSIDE OF YOUR CONTROL

We understand that sometimes changes are out of your control, such as when a flight or train may be delayed. Depending on the delay, we cannot always confirm a service may be provided, and a cost may be incurred because of needing to reschedule a service. **It is your responsibility to contact the Emergency Contact number as soon as possible where a delay is noted.** We are able to issue insurance letters for any claimable charges once services are completed, upon request.

Leisure Time

We love to encourage our travellers to explore the destinations they visit during any free time. That's why many of our tours and itineraries include leisure time for you to relax, make use of the beautiful facilities at the properties, or go out and discover at your own pace.

We are always happy to give suggestions for your down time when we put together your itinerary. However, as all our clients have different interests, inclusions, tastes, and budgets, we cannot provide all this information in your documentation.



ACCESS OUR BLOG

We've created an online library of travel tips to help provide you with ideas to explore on your holiday. Visit our blog for information on:

- The best activities sites to visit in wide range of cities
- Delicious local restaurants, foods and wines to try
- Local tips from our partners on the ground including tour guides and hotel staff

Scan the QR code or click here to access our travel tips now.



OTHER USEFUL RESOURCES

Some other resources that can also be useful are listed below and are a great starting point for any traveller:

- **Your hotel concierge:** asking a local is the perfect way to find out about the best insider tips on where to go, what to do and where to eat.
- **TripAdvisor:** with thousands of reviews of restaurants, sites and services, this online platform is a great way to find something near you that suits your budget and preferences. Click the logo to access.
- **Atlas Obscura:** this website is full of off the beaten path ideas of things to do across the world. Simply look up the location and choose what you want to discover. Click the logo to access.



Tipping Guidelines

In many European countries, tipping is a gesture of gratitude and can significantly enhance the income of service professionals. It's a meaningful way to express your satisfaction with the service you receive, from your tour guide's insightful commentary to your driver's careful navigation. While Ormina Tours compensates guides, drivers, and tour directors for their work, gratuities are not included in the tour package.

If you wish to tip for excellent service, we recommend an amount of €5-10 per person, per day, for guides, drivers, or escorts. This is considered generous and will be greatly appreciated by the recipient. **Remember, tipping is at your discretion and should reflect your level of satisfaction.**

For a more detailed breakdown, here are a few guidelines when travelling to Europe.

SERVICE TYPE	TIPPING GUIDELINE
Private Transfers	€ 05.00-€ 10.00 to the driver per transfer
Guides	€ 5.00 - € 10.00 group touring / € 10.00 - € 20.00 private guide
Private Driver for touring	€ 20.00 per Full Day; € 10.00 per Half Day
Private Driver/Guide	€ 25.00 per Full Day / € 20.00 per Half Day
Driver/Tour Leader for multiple days	€ 10.00 per Day
Porters	€ 02.00 per bag
Hotel Staff/Maid Service	€ 05.00 per day
Taxis	10% of the fare – no more than € 05.00 – if very helpful
Restaurants	€ 10.00 in a casual restaurants / € 20.00 in a formal restaurants (if you are happy with the service)

PRACTICAL TIPS FOR TIPPING

Tipping can feel unfamiliar, but it's a kind gesture that reflects your satisfaction. Take it as an opportunity to engage with local customs and show appreciation for services that enhance your travel experience. Here are some tips:

- > **Keep Cash Handy:** Have small denominations of local currency available for tipping, as it's often preferred over other forms of payment.
- > **Delegate to the Tour Director:** If you feel awkward about tipping directly, you can hand your gratuities to the tour director, who can distribute them appropriately on your behalf.
- > **Use Envelopes for Discretion:** To avoid any discomfort, place your tip in an envelope and hand it discreetly to the guide or driver. This also adds a personal touch.
- > **Group Tipping:** If traveling in a group, consider pooling your tips together as an acknowledgement the services.
- > **Consider the Service Type:** For quick services like taxi rides or small purchases, a few coins are usually sufficient. For more personalized services, a larger amount is appropriate.
- > **Keep It Simple:** Small gestures are appreciated. A smile and a simple "Thank you" along with your tip can go a long way. There's no need to stress over exact amounts. Your appreciation is what matters most, and any tip is generally welcomed with gratitude.

Essential Travel Information

Prior to departure

Visas

Currently Australian, New Zealand, UK and US Passport holders do not require visas on any of our European tours. However, it is your responsibility to check this irrespective of the passport you intend to travel on.

Customs

Custom regulations are in line with most other countries. All passengers will be accountable for claiming their own luggage on arrival. If you plan on carrying peculiar items, you must check in advance with the relevant authorities to ensure they are acceptable.

Currency

Carry an appropriate amount of notes and coins for your arrival and any miscellaneous purchases.

Credit cards are generally accepted in all countries we visit, however watch out for foreign currency and rate conversion fees.

You may choose to obtain a travel card with pre-determined fixed rates of exchange.

Banking

Let your bank know when and where you are travelling and check that your debit cards can be used in this capacity, as well as any additional fees that may apply.

Luggage

Travellers are entitled to one suitcase and one travel bag per person, which must not exceed 23kg and 7kg respectively. Additional luggage should be flagged with Ormina Tours prior to departure so that we can accommodate the right sized vehicles to suit. Failure to do so may result in altering travel plans, where no refunds will be given for resulting missed services, and additional costs may be incurred.

Make sure to check with airlines and other transport companies as to what restrictions they may place on baggage, especially if you are flying internally.

Packing Tips

Make sure to pack layered clothing, good walking shoes, a sunhat, sunglasses, sunscreen, and swimmers.

One or two quality multi country power adaptors.

A mobile phone with Global Roaming activated for safety. We recommend downloading WhatsApp as the easiest form of communication. This is so that we may get in contact with you if you are absent at pre-determined meeting times. Contact your provider to identify fees and charges that may apply.



Necessary Documents

- **Tour Documents** – as provided digitally or in your travel wallet
- **A Valid Passport** – must be valid for at least 6 months from your date of return
- **Travel Insurance Details** – it is a condition of travelling with us that adequate International Travel Insurance is taken. Make sure you have access to your insurance policy details should you need them.
- **Prescribed Medications** – you will also need a doctors letter to cover the medications you are carrying with you
- **Glasses and contact lenses** – bring the details of any optical prescriptions in case you may need to replace them

While travelling

Active Tours

Most sightseeing in Europe is done on foot due to limited vehicle access in historical centres. You may be required to walk for 1-2 hours including climbing steps and on uneven surfaces. Every effort will be made to accommodate individual fitness and mobility levels. However, if you are aware of any issues, you must relay this information prior to your departure so that we can best accommodate your needs.

City Taxes

Please note that certain European cities, especially in Italy, impose city taxes for overnight stays varying up to €5pp/night. It is prohibited for these taxes to be included in accommodation rates charged by hotels, as these must be paid on the spot in person, on check out. Accordingly, for private tours, you may be required to pay this in person on tour.

Dress

The atmosphere on our tours is relaxed and casual. Comfortable clothing, including good walking shoes and a sun hat are recommended. For dinners, appropriate dress is 'smart casual'. Formal wear is not required. A sweater is recommended for dawn and dusk and a light waterproof jacket for rainfall, even in the summer months.

Some churches and other religious sites require conformity with a dress code that prohibits shorts, mini-skirts, sleeveless and/or short tops (no bare arms or bare legs). Open shoes (like thongs or flip flops) are not permitted in certain places. Failing to adhere to this dress code means your access to sites may be denied.

Many places of interest do not allow backpacks to be taken inside, and a fee may be imposed for use of lockers etc., which you will be liable to pay for yourself.

Meals

As per your itinerary, some meals are included. Please note that alcohol is excluded unless explicitly included in the itinerary. Alcohol may be purchased with your meal at your discretion and expense.

Smoking

Most EU countries have comprehensive smoke free laws in place, as well as some that have a complete ban on smoking in enclosed public places, and on public transport, with limited exceptions.

Smoking is not permitted in our touring vehicles, nor during group sightseeing activities unless otherwise specified by the Tour Director, guide or driver.

Encountering Problems

In the unlikely event you have a problem or complaint during your travels, please speak to your driver, guide or Tour Director without delay as most matters can be resolved quickly and easily. Please do not wait until the service is over! If a problem has not been resolved to your satisfaction, explain this to our Tour Director and contact our office (if possible) for further advice. Ormina Tours and our European partners are committed to ensuring you have the best holiday experience, and we will do our best to resolve any problems in a timely manner.

In the case of an emergency, please use the Emergency Contact listed on your documentation. Please refer to page 4 for further information regarding use of the Emergency Contact.

Safety

Ormina Tours, and our European partners, have the utmost regard for safety. The nature of our tours means guests are unaccompanied at certain times, particularly during leisure periods. With all European countries, except the UK, driving on the right side of the road, it is not uncommon to look in the wrong direction for oncoming traffic when crossing roads. Motorists may not always give way to pedestrians, so extra care should always be taken.

If you have any questions, please get in contact with your travel agent or Ormina Tours prior to your departure at info@orminatours.com.

Frequently Asked Questions

GENERAL INFORMATION

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, preferably via **Whatsapp**. Please refer to the Emergency Contact information on Page 4.

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 things happen that may be outside of your control that may mean you are delayed to meet 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, 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.

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.

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 and our Tipping Guidelines on Page 7 for further guidance regarding local tipping.
- **Meals and beverages:** Unless specified, meals and drinks are not included in your itinerary.

PRIVATE SERVICES

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

Private drivers and guides will be waiting at specified locations holding a sign with your name on it. 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 or 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 may be denied without presentation of the voucher

HOTELS

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

If there is a problem with the 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.



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