

Customer FAQ's

Thank you for choosing to travel with us. We are looking forward to welcoming you on your holiday.

We recognise that although many of our customers are seasoned travellers, some will have questions and whilst our websites (details below) are a great source of information, along with the 'Things you should know' section in our brochures we have included this help-sheet covering the most frequent enquiries which you may find helpful.

www.greatrail.com/fag/ and www.raildiscoveries.com/fag/

Clothing: What should I wear on tour?

For the vast majority of our holidays, there is no specific dress code and we would advise you to take casual comfortable clothes for the day time, and smart-casual for evenings.

Your holiday will usually involve some walking. Comfortable shoes with a good grip are recommended.

Important: If you are travelling on a tour visiting religious sites, please bear in mind that when visiting places of worship you may be required to cover your arms/shoulders and legs. A long sleeved top or shawl for the ladies will assist with this.

Clothing for Cruises / Private Trains and Special Events

Evenings On board Cruise Ships and some Private Trains can be more formal occasions. We advise, where a special dress code may apply, typically a dinner jacket, black tie, formal dress should be worn.

We will update you in your Final Documents if a formal dress code applies.

Currency

The table below highlights the countries that we visit and the currency they use:

Please note that the countries with an asterisk (*) have closed currencies which means local currency cannot be obtained in the UK. In these circumstances, we would recommend our customers to take sterling which can easily be exchanged locally.

Airports, Cities and other transport hubs often have ATM machines where, depending on your bank/card provider, you should be able to withdraw cash. It is always worth letting your card provider know the countries you will be visiting as they can sometimes block transactions, particularly if it is unusual activity for your account.

Country	Currency	Country	Currency
Austria	Euro	Monaco	Euro
Australia	Australian Dollar	Mongolia	Tögrög
Belarus	Belarusian Rouble	Morocco*	Moroccan Dirham
Belgium	Euro	Namibia	Namibian dollar
Bhutan	Bhutanese ngultrum	Nepal	Nepalese rupee
Botswana	Pula	Netherlands	Euro
Burma	Burmese kyat	New Zealand	New Zealand Dollar
Cambodia	Cambodian Riel	Norway	Norwegian Krone
Canada	Canadian Dollar	Peru	Nuevo Sol
China	Chinese Renminbi	Poland	Zloty
Croatia	Kuna and Croatian Dinar	Romania	Romanian Leu
Czech Republic	Czech Koruna	Russia	Russian Rouble
Denmark	Danish Krone	Singapore	Singapore Dollar
Ecuador	US Dollar	Slovakia	Euro
Estonia	Euro	Slovenia	Euro
Finland	Euro	South Africa	South African Rand
France	Euro	Spain	Euro
Germany	Euro	Sri Lanka	Sri Lankan rupee
Greece	Euro	Sweden	Swedish Krona
Hong Kong	Hong Kong Dollar	Switzerland	Swiss Franc
Hungary	Forint	Tanzania	Tanzanian shilling
Ireland	Euro	Thailand	Thai Baht
Italy	Euro	Turkey	Turkish Lira
India*	Indian Rupee	Ukraine	Ukrainian Hryvnia
Japan	Japanese Yen	USA	US Dollar
Latvia	Euro	Vietnam	Vietnamese Dong
Luxembourg	Euro	Zambia	Zambian kwacha
Malaysia	Malaysian ringgit		

Hotel Facilities on Tour

Wi-Fi - Most hotels will offer some form of Wi-Fi access enabling you to use the internet either in public areas of the hotel and/or within your room. Some hotels will make a nominal charge for this service. The reliability of the connection varies between hotels and locations and we cannot guarantee the availability of internet services.

Tea and Coffee facilities - These facilities are not always commonplace in the hotels we use especially in continental Europe. We ask all our hotels to advise us of the facilities they offer and we will pass this information on to our customers. Occasionally, due to circumstances beyond our control, a particular service or facility may not be available when you travel.

Luggage & Porterage

Unless explicitly set out in our brochure, you will need to lift your own case on and off trains, and onto luggage racks. You may also need to carry it some distance between platforms/stations or to hotels. With this in mind, you are best to take one small suitcase and one piece of hand luggage per person.

For our UK and European tours, we have teamed up with 'The Baggage Man' to provide our Luggage Concierge Service at an additional cost, and can arrange transport of your luggage from your home to destination. Call a member of the team to book.

For Worldwide holidays, please check the brochure advertisement for an indication of the level of porterage provided. Porterage is generally more widely available in India and the USA, than in many other countries.

Weather on Holiday

As much as we'd love to, we can never guarantee the weather - but we recognise some customers would appreciate advice about the kind of conditions to expect on tour.

We would not wish to publish generic temperature information as this can be misleading. Instead, we recommend you check weather websites in the lead up to your holiday to get a feel for the forecast for the key locations you will visit.

There are many websites offering weather forecasting and climate information which you may find useful, including:

www.accuweather.com

www.bbc.co.uk/weather

www.metoffice.gov.uk/holiday-weather

www.weather.com

Passport and Visa Requirements

Please note that you are entirely responsible for ensuring that everyone in your party has the necessary correct and up-to-date personal documentation before you start the holiday and that you all fulfil the passport, visa, health and immigration requirements applicable to your chosen tour. We do not accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty, costs or expenses being imposed on us, you will be responsible for reimbursing us accordingly.

Passport and Travel Documentation

For British Citizens, a standard 10 year British passport is required for all holidays which must be valid for at least six months beyond your planned date of return travel. If your passport expires before this, it may still be acceptable, but you should contact your local passport office or the consulate or embassy of the country/countries you plan to visit/transit through, for detailed advice.

Customers applying for a first British passport should allow at least six weeks to obtain one as they are now required to attend a personal interview with the Passport Office. Customers renewing their passport should allow a minimum of 2 to 3 weeks. However, in all cases, please apply as far ahead as possible so as to allow time for unexpected delays.

Information is also available on or through the Foreign Office website www.gov.uk/foreign-travel-advice.

British citizens travelling to the US on a tour will now need to hold a passport with an integrated chip (ePassport). A passport is an ePassport if it has the internationally recognised ePassport symbol.

Visas

We will advise British Citizens with a British passport at the time of booking of any visa requirements and we indicate in the 'Departures Panel' section of each tour whether British Citizens require a visa to enter the country or countries included in the holiday. Please note that when travelling on any of our cruise holidays, if you wish to explore the ports visited independently then you may also need to obtain additional visas for those destinations. We endeavour to keep the information regarding visa requirements up to date but requirements may change at short notice and we recommend that you check the latest position in good time before your departure. Information on this subject is available on or through the Foreign Office website www.gov.uk/foreign-travel-advice.

If you have a British passport issued outside of the UK or if you are not a British Citizen, you must check immigration requirements with the relevant embassy or consulate of the country/countries that you plan to visit or transit through.

Our ability and that of our recommended visa agent to obtain any visa depends on you providing all information, documents (including your passport) and photographs, as applicable and accurately, when requested. If any application is refused or not granted in time and you are unable to travel on the holiday as a result, cancellation charges as shown in the booking conditions will apply.

It is your responsibility to check and fulfil the passport, visa, health and immigration requirements applicable to your itinerary. We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

Our Recommended Visa Agent

The process of applying for holiday visas with embassies and consulates can sometimes be confusing and time consuming and we will usually recommend a visa agent to assist you with this process. The visa agent we suggest you use is established and experienced and will save you time and worry. Dealing with our recommended Visa Agent avoids costly trips to London to visit embassies and consulates to spend several hours queuing; our agent takes care of all the necessary paperwork; and importantly they make sure you get the right visas on the right dates for the holiday that you are travelling on. Whilst you are free to apply with embassies and consulates directly, many customers have mentioned the peace of mind is the biggest advantage that our recommended visa agent offers through their service, knowledge and efficiency.

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Important note: the Visa Agent is entirely independent of Great Rail Journeys and we cannot accept any responsibility for the provision of the service or the Visa Agent's acts and omissions.

Foreign Office advice

You are responsible for making yourself aware of Foreign Office advice and warnings in regard to the safety of the countries and areas in which you will be travelling to and to make your decisions accordingly. Global and political situations do change. Your safety is our first consideration and if the Foreign Office advises against travel to a certain country, we act on this advice. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure. The Foreign Office issues regular advice and updates on its website www.gov.uk/foreign-travel-advice which you are recommended to consult before booking and in good time before departure.

Insurance and holiday duration

It is a condition of booking that you take out sufficient and appropriate travel insurance cover. We recommend you do this at time of booking so that your deposit (less any applicable excess) is recoverable in the event of a cancellation covered by the policy. To purchase the insurance policy we offer please contact us for details. If you take out your own cover please provide us with details of the Insurance Company, the policy number and the 24-hour emergency telephone number when requested. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. We do not check alternative insurance policies. The duration of the holiday in the brochure or on our website includes the day of departure and day of return and is the period to be used for insurance purposes. Read our policy details carefully and take them with you on holiday. Should you choose to extend your holiday (either at the start or the end of your holiday), you will need to extend the duration of your insurance cover. If you choose to travel without adequate



insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.