



Europe By Rail 2020

Know Before
You Go



APT
TRAVEL
GROUP

travelglo.com.au

Welcome to Europe

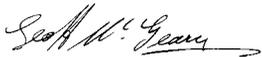
Dear Traveller,

Welcome to your rail holiday during which TravelGlo, partnered with Rail Discoveries, will ensure that your touring experience is second to none. This booklet has been compiled with the intention of answering many of the questions that you may have about your tour.

On a TravelGlo holiday, you can expect personalised service throughout your journey. Our staff are based worldwide and are on hand to ensure that all aspects of your travel experience run smoothly. All you have to do is sit back, relax and enjoy a hassle-free holiday.

Time is precious, especially on holiday. That's why our TravelGlo tours are built with balance. Travel isn't about how, it's about now. It's about highlights and secrets, flavours and sights. But most importantly, it's about your interests and passions.

To do this, we ensure the right amount of free time is also included for personal exploration and freedom. After all, when it comes to your holiday, it's *your* holiday.



Geoff McGeary,
Company Owner



Contents

Preparing for Your Tour

Useful Websites	6
Passports & Visas	7
Travel Insurance	8
Allergies	8
Gratuities/Tips	9
Gratuities/Tips When Touring Independently	9
Porterage	10
Valuables & Security	10
Health & Fitness	10
Getting On/Off The Train	10
Emergency Contact Information	10

Staying Healthy On Holiday

Before You Go	12
In The Air	14
On Tour	14
Useful Health-Related Websites	17

Know Before You Go

Clothing	18
Other Necessities to Pack	18
Learn About Your Destination	19
Luggage	19
Climate	20
Culture & Traditions	20
Currency & Spending Money	21
Electrical Appliances	22

At the Airport

Late or Missed Flights	22
Check In	23
Restrictions – Checked Luggage	23
Restrictions – Hand Luggage	23
Lost/Delayed Luggage	24
Airport & Airline Security	24
Luggage Tags	25
Customs	25

Arrival & Departure

Transfers	26
Hotel Arrival/Departure Information	27

General Information

Trains	28
Passengers Requiring Special Assistance	28
Hotels	29
Coach Safety	29
Minors	30
Language	30
Traveller Feedback	30
Important Contact Information	31



Preparing for Your Tour

Useful Websites

Climate: climate-zone.com

Time: timeanddate.com/worldclock

Currency conversion: xe.com

Customs – Australia: customs.gov.au
– New Zealand: www.customs.govt.nz

International telephone calling:
countrycallingcodes.com

Australian Government Advisory and Consular Service:
smartraveller.gov.au

New Zealand Government Travel Advisory:
safetravel.govt.nz

Passports & Visas

A valid passport is required for all international travel. It is the responsibility of the traveller to secure the required visas before leaving home. Passports must be valid for at least six months after your date of return, so please make sure your passport is valid for this six-month period.

The visas required for each country can be determined by contacting the relevant embassy. Remember that without the correct travel documents your holiday can be significantly interrupted or altered. Your passport will be required at border crossings, when you check into hotels and for customs formalities.

We recommend that you make two sets of photocopies of your airline tickets (including e-tickets), the first page of your passport and relevant visas. Leave one set at home with a friend or relative and bring the other set with you, keeping it separate from the original documents. Spare passport photos can also be useful.

A colour copy of your passport is required with the deposit. All countries require a current passport with a minimum of 6 months validity. It is the traveller's responsibility to ensure they have all of the required visas and permits. Failure to obtain correct documentation may affect entry to some countries visited as part of the package.

Russia

All travellers to Russia require a visa. This is the traveller's own responsibility. A single or double entry visa can be obtained and is date specific. All Russian visa applications must be submitted with an Invitation Letter, also known as a support letter, which is an official invitation from Russia. Following final payment, TravelGlo will supply clients with this letter. This letter can only be requested by TravelGlo if copies of passports have been received. Please note this letter will only cover services booked by TravelGlo; any other travel arrangements in Russia require an additional Invitation Letter. A maximum of two Invitation Letters only, can be applied for. It is important to note that the Invitation Letter is not a visa. Please allow a minimum of two weeks for the invitation process to be completed. Passengers will then need to apply for their actual visa and will need to allow another two weeks minimum for this process.



Travel Insurance

If you have not yet taken out travel insurance, please enquire about this before your tour. Foreign hospitalisation and treatment often require payment in cash prior to providing services and medical evacuation can be expensive. Travel protection and luggage insurance are highly recommended. We suggest you purchase a travel protection plan that covers trip cancellation for medical reasons, trip delay, medical expenses, accidental death, lost luggage, medical evacuation and airline cancellation charges under a variety of circumstances. Be sure to pack your policy in case you need to make a claim whilst on tour.

Allergies

If you have a food allergy or another condition that needs to be managed on tour, please advise your booking agent as soon as possible, as well as your tour manager upon arrival, as most suppliers require advance notice to accommodate this. In some cases, you might be asked to fill out a form or waiver. All suppliers will endeavour to cater for allergies, but this may not always be possible and cannot be guaranteed. Please be aware that in some countries, certain allergies and dietary requirements are less commonly accommodated.

Gratuities/Tips

Tipping isn't included in the price of your holiday and is at your discretion. We recommend the following:

Tour Managers:

- €2 pp per day (£2 in Scotland, 3CHF in Switzerland, 140RUB in Russia, 20SEK/NOK in Sweden and Norway, 15DKK in Denmark).

Local guides:

- €2 pp per service (£2 in Scotland, not applicable in Switzerland, 140RUB in Russia, 30SEK/NOK in Sweden and Norway, 22DKK in Denmark).

Coach drivers:

- €2 per service (£2 in Scotland, not applicable in Switzerland, 70RUB in Russia, 20SEK/NOK in Sweden and Norway, 15DKK in Denmark).

Gratuities/Tips When Touring Independently

- Most restaurants include tax and a 15% service charge (service compris) in their prices. If a meal or service has been particularly good, leaving another 5-10% is customary, as is leaving the waiter the small change from your bill if you pay in cash. If service is not included (service non compris) a 15-20% tip is appropriate.
- Taxi drivers should be tipped 10-15% of the metered fare.
- Small tips of around €1 are reasonable for cloakroom and washroom attendants, ushers and museum tour guides.



Porterage

Porterage is not included in the price of your holiday. This is at your discretion. A recommended amount would be:

- € / £ / CHF 2.50 per bag, per service.

Valuables & Security

Do not take anything with you that will create emotional or financial hardship if lost or stolen. Carry all documents, money, passport, tickets etc. with you. Do not carry these important items in your suitcase. You may find a money belt (worn inside clothing) useful while travelling. Never leave hand luggage unattended in hotel lobbies or dining rooms. Avoid exploration on your own of unfamiliar streets or areas. When sightseeing, keep valuables locked in the safe in your room or at the hotel reception.

Health & Fitness

Our rail journeys can be physically demanding because of the nature of many of the sites you will be visiting. This tour, therefore, may not be appropriate for guests with certain medical conditions and physical restrictions. Walking tours are often on uneven ground, unpaved or cobblestones and may include stairs and steep inclines. You should be able to stand on your feet for an extended period of time to visit museums and other sites, as well as when checking in for flights and at Customs and Immigration.

Getting On/Off The Train

Passengers will be required to get on/off trains by themselves, including taking your luggage on/off the trains with you. (This is a good reason to pack light.) Unfortunately crew and guides are unable to assist due to Occupational Health & Safety guidelines. You will need to be able to change platforms and manage some steps

Emergency Contact Information

In an emergency, your family/friends can call TravelGlo during normal business hours on:

Australia: 1300 071 248

New Zealand: 0800 135 001

Alternatively, please call Rail Discoveries during European office hours on: +44 1904 734 900 (United Kingdom)

Or out of hours on their emergency number:

+44 1904 521 999 (United Kingdom)



Staying Healthy On Holiday

It's important for you to be as healthy as possible before you travel, and to maintain your health by applying good hygiene practices whilst on tour. Respiratory and gastrointestinal illnesses, while usually minor in nature, can spread rapidly within a tour group, and have a major impact on everyone's enjoyment. TravelGlo is committed to reducing the spread of infections on tours, and asks that you read and follow our recommendations, to ensure a healthy, safe and enjoyable holiday for you and your fellow travellers.

Before You Go

Get Walking

As your tour will involve some sightseeing by foot, and you will be required to join trains, coaches and other forms of transport, you will enjoy it more if you start exercising ahead of time. In the lead-up to your trip we recommend you start walking three times a week (including some steps) building up to an hour at a time. This will ensure you have the stamina and energy to see and appreciate all the sights your tour has to offer. Ensure your walking shoes fit properly and have been broken in prior to departure.

See Your GP

Your GP or travel clinic is the best source of information about preventative measures including vaccinations. We recommend all travellers consult your GP or local travel clinic for detailed advice to ensure maximum pre-travel preparation. Please take a copy of your travel itinerary with you to assist with the recommendations of appropriate medication and vaccinations. If you have health problems, ask your doctor to prepare your medical history for a foreign doctor. It should include your name, address, emergency contact, blood type, medical history, current medications and dosages, drug allergies, reasons for prior hospitalisation and a list of vaccinations and dates.

A copy of your prescriptions are vital in case of any health problems. Prepare a list of your medications, including the name, dosage, prescribing doctor and their phone number. Pack sufficient medication for the duration of your tour. Your medication should be kept close at hand in your purse or carry-on bag. It is always good to carry a

list of your medications in case they are lost and remember to leave everything in its original container so it can be easily identified. It is also a good idea to bring a copy of your prescription for glasses.

Vaccinations

Be sure to speak to your doctor or visit a travel clinic at least eight weeks before you travel for your recommended vaccines.

Altitude Sickness

Some passengers may experience altitude sickness on some TravelGlo Rail Discoveries tours, especially when travelling through parts of Switzerland. We recommend all passengers consult their local doctor to determine if they believe they should take medication to combat the symptoms.

Pack a Medical Kit

A small medical kit is recommended for all travellers. Pharmacies in large cities will likely stock most basic medicines and supplies but they may be difficult to access and a script may be required for some medications.

Your medical kit should include:

- A general purpose antibiotic to cover respiratory, skin and gastrointestinal infections (e.g. azithromycin).
- Your preferred cold & flu medication (e.g. cold & flu tablets, throat lozenges, nasal decongestant).
- Your preferred painkiller (e.g. paracetamol, ibuprofen).
- Medicine for gastrointestinal upsets (e.g. antacids, 'stoppers' for diarrhoea and a laxative for constipation).
- Other supplies including Band-Aids, blister pads, thermometer, scissors, tweezers and eye drops for dry eyes.



In The Air

- Wear loose clothing and comfortable shoes during your flight.
- Eat light meals, drink plenty of water and minimise caffeine and alcohol consumption.
- Alleviate pressure in your ears by chewing gum, yawning, swallowing, or gently blowing your nose.
- Avoid wearing contact lenses during your flight because aircraft cabin air tends to dry them out.
- To avoid swollen legs and to reduce the risk of deep vein thrombosis, wear knee length flight socks for all long haul flights and walk up and down the aisle to stretch your legs and get blood circulating. You could also do a few isometric exercises while seated (refer to your in-flight magazine for recommended exercises).
- If you arrive in the morning, try to sleep during your flight so you can stay awake until the evening. This will help you adapt to the new time zone and to avoid jetlag.

On Tour

Practicing good hygiene is vitally important to stopping the spread of common viral flu infections such as colds, flu or gastro which can spread quickly in an enclosed area such as a coach, train or plane.

Practice Good Hygiene

- Washing your hands is the most effective way to reduce the risk of contracting and spreading infections.
- Health experts recommend you wash your hands often with hot water and soap for 20 seconds or longer, before eating, after sneezing or coughing and after touching high contact surfaces (such as door knobs, elevator buttons and railings).
- Please be mindful of your fellow travellers with respect to coughing, sneezing and the disposal of used tissues. Use of hand sanitiser is strongly recommended.

Colds & Flu

Viral respiratory infections are the most common infectious illnesses affecting travellers. Colds and flu are primarily spread by people coughing, so please practice hygiene and respiratory courtesies.

Influenza is commonly contracted while travelling overseas. The 'Flu Vaccine' protects against flu viruses expected to be prevalent during the current flu season. You should discuss this with your GP.

Gastro & Travellers' Diarrhoea

Travellers' Diarrhoea is the second most common infectious illness affecting travellers. The illness can be due to a number of different bugs including viruses and bacteria. Viral gastroenteritis is generally spread by person-to-person contact whereas bacterial gastroenteritis is generally spread from consuming contaminated food or water.



Symptoms can include fever, nausea, vomiting, diarrhoea and abdominal pain. The incubation for the illness is variable depending on the cause. Symptoms are generally self-limiting and treatment includes rest, rehydration, simple diet, anti-nausea and anti-diarrhoeal medications. Antibiotics are generally reserved for use when symptoms are more severe or protracted, e.g. fever, abdominal pain, bloody diarrhoea or duration of symptoms for more than two days. Strict personal hygiene measures, particularly hand washing, helps protect you from getting sick and of course spreading the infection to others.

Water & Food Safety

- In remote destinations, we recommend drinking bottled water when travelling. Always ensure the seal is intact prior to consuming.
- In remote destinations, bottled water should always be used for cleaning teeth, unless you are specifically advised the tap water is safe for cleaning your teeth. If you are unsure, please ask your tour manager.
- Avoid drinks where ice is provided or simply request no ice. This may have been made using unsafe water.
- When visiting countries where you are unsure about general hygiene practice, please take care if buying food from street vendors or in small restaurants away from your hotel or recommended venues. At these places, avoid raw fruit and vegetables, dairy products (including ice cream) as well as meat and fish not properly cooked. It is generally safe to eat cooked meats and vegetables prepared in tourist hotels and tourist area restaurants. Fruit that you peel yourself is considered safe.

- You can feel safe eating anything served to you at the tour hotels and while on-board your train journeys.
- Don't buy alcohol from street vendors.

Sun Exposure & Dehydration

The weather will be variable on your tour. Drinking plenty of water is important to prevent dehydration. A hat and a good sunscreen are important for preventing sunburn, even on overcast days.

Useful Health-Related Websites

Australia

- traveldoctor.com.au
- travelclinic.com.au
- travelvax.com.au
- smartraveller.gov.au
- tga.gov.au/travellers-visitors

New Zealand

- holidayhealth.co.nz
- traveldoctor.co.nz



Know Before You Go

Clothing

Dress while on tour is casual. For daytime we suggest comfortable clothing that you are able to participate in daily activities in. Given the diversity of the climate in the areas visited, layering your clothes during the day is advisable in cooler climates. Comfortable footwear is a must. Breathable windproof/waterproof jacket, fleece jacket/vest or warm jumper, warm jacket, warm hat, hat with brim, walking trousers/shorts, t-shirts, non-cotton base layers of varying weight, clothing and shoes for downtime and restaurants, underwear and socks. Bring some smart casual outfits for evenings. Perhaps pack a dressier outfit for any group dinners or an evening out.

Other Necessities to Pack

Other necessities are passport, wallet (cash, credit cards, bank cards), money belt, airline tickets/e-ticket confirmation details, itinerary and travel vouchers. You should also bring along a travel bag (to hold extra layers, water, rain gear, snacks, sunglasses etc. while touring), a one-litre zip-top clear plastic bag to carry all liquids, gels and aerosols in carry-on luggage, medications and copies of prescriptions, sunscreen and lip balm, sunglasses, toiletries, etc. Recommended optional items include insect repellent, small umbrella, camera/memory card and charger, current converter for all electronics, travel alarm clock, binoculars, list of important addresses and contact numbers, photocopy of front page of passport (kept separate from passport), reading material and a local phrase book.

Learn About Your Destination

It may be helpful to do some research on the locations you will be visiting. Familiarise yourself with the area, cities, the language spoken and transport information. Refer to your itinerary when researching and prepare yourself for anything that may eventuate. The more you know about your destination, the more you'll appreciate all that you see.

During your travels, you'll encounter new customs and lifestyles. Appreciate the differences as this process of discovery is one of the benefits of travelling. Despite language barriers, a smile is universal. Friendliness and tolerance towards others, including your fellow travellers and tour manager is essential for everyone's enjoyment on tour.

Luggage

Each passenger is entitled to take one piece of luggage that does not exceed more than 20kg or 160cm. It's generally better to take a small case each rather than one big one between two. You must be able to manage your own luggage on and off trains and throughout stations, so think carefully about what you need to pack in advance. We recommend travelling light, with approximately 15kg. Smaller cases will fit onto luggage racks. Ideally, use a case on wheels with a retractable handle for ease of carrying.



Climate

Europe enjoys a temperate climate with four distinct seasons across the western countries and wet and dry season to the east.

Culture & Traditions

Differing cultures and crowds can result in initial culture shock but should be seen as a new adventure. Over the years of touring different countries, we've come to love each distinct destination but we know that we may encounter some challenges along the way.

In Europe there is a relaxed atmosphere – sometimes trains are late or waiters will behave casually and this is considered the norm. If you can travel with patience and an open mind, we know you will be captivated by every destination you visit.

Bathrooms

- Expect to pay between €0.50 and €2 to use a public toilet in Europe.
- Almost all accommodation has western-style toilets and bidets.
- If in need, go to a bar or cafe and order a drink. That allows you to use their facilities, although in some cases in Europe, a fee may still apply.

Museums

- If you are interested in visiting some museums on your tour, keep in mind that in Europe, many are closed on Mondays or Tuesdays.
- Some museums have long entrance lines. Bookings usually can't be made while travelling as they are needed well in advance.

Currency & Spending Money

Europe: The Euro (EUR) is the official currency in western European countries.

Other currencies include; United Kingdom: Pound Sterling (GBP), Denmark: Danish Krone (DKK), Russia: Russian Ruble (RUB), Switzerland: Swiss Franc (CHF), Sweden: Swedish Krona (SEK), Norway: Norwegian Krone (NOK).

For the most up-to-date exchange rate, check with your bank, a newspaper or xe.com (universal currency converter).

We advise that you carry minimal cash with you. On arrival, the most convenient way to acquire money is at the airport, an ATM or Bancomat (as they are sometimes referred to). Most ATMs offer a cash advance on your debit/credit card; check with your bank at home about the fee for this service as some can be quite high. Before you depart, ensure your credit cards are activated and valid for at least 30 days after your proposed date of return. Ensure you verify with your bank that your card will work overseas. Most European ATM pinpads only have numbers, so if your PIN contains letters, make note of the corresponding numbers.

Please note that in many places overseas, signatures are not accepted for credit cards and a PIN number may be required in order to complete the transaction.

You can obtain local currency at ATMs where available, but we recommend always carrying €50 emergency cash. This should be enough to get you into town to withdraw money. Carrying cash also



covers restaurant bills and other services. Note that hotel receptions and after-hours money exchanges carry high commissions and some stores do have a minimum spend. Most hotels require a credit card rather than cash card for a deposit upon check-in.

Electrical Appliances

For most countries when bringing your own appliance you will need to take a travel adaptor. In Europe, electricity is 220-volt. A European plug adaptor and/or UK plug adaptor is necessary if you plan to bring appliances from home.

At the Airport

Late or Missed Flights

If your flight is delayed or if you miss a flight, please call the Rail Discoveries Europe office on +44 1904 521 900 with your new flight details, and they will do their best to reconfirm your transfer with their local representative. If you are not met due to a delayed or missed flight, please make your way to the hotel (perhaps by taxi). Retain receipts, in case you need to make a claim with your airline or travel insurance company.

Check In

It is important you arrive at the airport at least two hours before domestic flights and three hours before international flights. This allows time to check in baggage and present your passport and ticket, get seat assignments and boarding passes and go through security.

Restrictions – Checked Luggage

International carriers may impose fees or require you to remove articles. If weight or size limits are exceeded. We recommend you contact your airline(s) or travel agent for specific information prior to departure, especially as size and weight limits can vary between airlines.

Restrictions – Hand Luggage

For your comfort, limit hand luggage to one bag that fits under your aircraft seat or in the overhead compartment. On board the plane, ensure you have your passport, airline tickets, medication and all your travel documents in your hand luggage.



Lost/Delayed Luggage

Sometimes luggage is delayed during air transit. It is recommended to take a change of clothing and any essential medication in your hand luggage, or pack some clothing in your travel companion's bag. Place a copy of the hotel contacts inside each piece of luggage. If your luggage is lost, this will help the airline find you. Should your luggage be delayed, it is the responsibility of the airline to deliver it to you. Claims for reimbursement should be submitted directly to the airline – a claim form should be filled out at the appropriate airline desk before leaving the baggage area. If you need assistance in contacting the airline for information regarding your delayed luggage, please ask your tour manager or local guide.

Airport & Airline Security

The following is based on information issued by the Australian Government regarding liquid, aerosol and gel restrictions on flights (see homeaffairs.gov.au/about-us/what-we-do/travelsecure for further information). These rules concern flights coming into and departing Australia only. We advise you to check with your airline for clarification of regulations before you leave. Sharp objects and liquids should be stored inside the luggage you are checking in.

Each container of liquids, aerosols or gels in your carry-on luggage must be 100ml or less and sealed in a transparent, one litre (or less) resealable plastic bag. You may carry through prescription and non-prescription medicines that you need for the flight. Proof of need may be required. Items allowed include empty containers, cosmetics and toiletries such as personal hygiene items, talcum powder, contact lenses and lens solution, solid foods, medicines including prescribed and essential non-prescribed medication.

Luggage Tags

In addition to external luggage tags, is a good idea to put a label with your name, address and telephone number on the inside of your suitcase and hand luggage. For security reasons, keep all unchecked luggage in your immediate possession. Airport personnel can confiscate unattended luggage.

Customs

To prevent the introduction of exotic pests and diseases on your return home, arriving travellers are screened and luggage is often inspected or x-rayed by customs or quarantine officers. All food needs to be declared, as well as items of plant (including wood) and animal origin. Travellers should also declare items on which duty or tax might be payable (check with customs about the duty free concession). See also the customs website listed on page 6.



Arrival & Departure

Transfers

A group transfer is included at one set time on the arrival and departure day. Transfers must be prearranged at the time of booking and flight details need to be provided to confirm this service.

Transfer Meeting Arrangements

You will be welcomed on arrival by a local representative, who will be holding a TravelGlo Rail Discoveries sign. If you cannot locate this representative, please contact the number for your transfer company on your personalised itinerary. Alternatively you can call the main Rail Discoveries Europe office on +44 1904 521 900 or the numbers stated on your personalised itinerary.

Transfers Not Arranged By TravelGlo

If you have independent travel arrangements prior to your TravelGlo Rail Discoveries tour and do not have a transfer, the Tourist Information Office at your arrival city will be able to offer further assistance with directions to the hotel. If you require any assistance, please contact

the main Rail Discoveries Europe office on +44 1904 521 900 or the numbers stated on your personalised itinerary.

Hotel Arrival/Departure Information

Check-In

The official check-in time at most hotels is 3pm local time however, where possible, TravelGlo Rail Discoveries and your hotel will do their utmost to try and have your room available earlier. If your flight arrives in the morning, luggage can be dropped off at the hotel before check-in and delivered to your room later.

Check-Out

Check-out times vary, but are usually at 11am or noon. If you have a late afternoon or evening flight, most hotels have a luggage room where you can store your luggage until you depart for the airport.

Information

Your tour manager will meet you after your arrival at the tour hotel, on Day 1 or 2. Please refer to your personalised itinerary for timings. Your tour manager will also provide information on any options available for your free days, when touring is not included.



General Information

Trains

Train tickets and seating often cannot be confirmed until closer to travel. TravelGlo Rail Discoveries will make all possible arrangements to ensure the group are seated together. In some instances this may not be possible. It is also worth noting that seats on trains will be in either groups of two or four and some passengers may be required to travel backwards. Unobstructed views cannot be guaranteed. Train delays can often occur which is out of the control of TravelGlo and Rail Discoveries.

Passengers Requiring Special Assistance

Disabled facilities on board trains and at stations can be limited and are not guaranteed. It is important to advise that doorways, hallways and public areas are narrow onboard the majority of trains used in the Rail Discoveries' program and that access can be difficult. This requires travellers to be mobile as the passages inside the carriages are too narrow for wheelchairs, and unfortunately, wheelchairs are not allowed to be used in between carriages. Additionally,

coaches and minibuses used for transfers and daily excursions may not be equipped with wheelchair ramps. Any condition requiring special attention must be reported to TravelGlo at the time of reservation.

Facilities and services for passengers with disabilities differ among destinations and may be limited or non-existent. Participants requiring special assistance must be accompanied by a person responsible for and physically able to provide all assistance. We regret that we cannot provide individual assistance to a tour member for walking, getting on/off trains, tour buses and other transportation vehicles, or other personal needs.

Hotels

Please note that there may be a charge for Wi-Fi at some hotels and the connection varies between hotels and countries. Many hotels don't have tea and coffee making facilities or individual fridges in the rooms. Some facilities may be available in public areas or on request at an additional charge. Hair dryers, irons and ironing boards are also usually available on request. Some hotels may only have a bath, or some a shower over a bath.

Coach Safety

Passengers must remain seated at all times while the coach is in motion to avoid serious injury. Passengers using the emergency bathroom do so at their own risk. Hand luggage and other personal items should be stored in the overhead luggage racks or under your seat to keep the aisles clear. Heavy items, bottles etc. should not be stored overhead.



No passengers are permitted to remain on the coach during stops. Do not leave any valuable items on the coach. Please watch the stairs and overhead entrances when boarding the coach and check for traffic when exiting the coach. Please follow these safety precautions and take the time to note all emergency exits. If fitted, seatbelts must be worn.

Minors

Minors under the age of 18 travelling to foreign countries must be accompanied by an adult and have a notarised letter of consent signed by the parent(s) not travelling with them. Parents, guardians and chaperones are responsible for overseeing the conduct of minors in their care. As such, minors may not be left unsupervised. A parent or legal guardian **MUST** accompany children under the age of 18 on all tours. Please contact our Reservations Team for more information.

Language

The official language used by TravelGlo Rail Discoveries' staff worldwide is English. All tour managers and the local guides speak English. Locally, people will generally speak their native language with varying degrees of English, but this is all a part of the experience!

Traveller Feedback

We are sincerely interested in your detailed comments about your experience and holiday. We strive to further improve our tours in response to these comments. On tour, you will be asked to complete a form. By advising us of your travel preferences and interests, you can help us develop tours and customer programs that meet your needs.

Important Contact Information

With your final documents, we provide you with important phone numbers and other information that you may need during your holiday. If for any reason you require assistance, please contact TravelGlo or Rail Discoveries on the appropriate number as listed below. Our representatives are available to offer assistance with needs that may arise.

In an emergency, your family/friends can call TravelGlo during normal business hours on:

Australia: 1300 071 248

New Zealand: 0800 135 001

Alternatively, please call Rail Discoveries during European office hours on: +44 1904 734 900 (United Kingdom)

Or out of hours on their emergency number:

+44 1904 521 999 (United Kingdom)



Tourists visit, travellers explore

RESERVATIONS AND ENQUIRIES

Australia Wide (Local Free Call)

1300 071 248

travelglo.com.au

New Zealand Wide (Free Call)

0800 135 001

travelglo.co.nz

TRAVELGLO WORLDWIDE OFFICES

Melbourne • Sydney • New Zealand
Europe • United Kingdom • North America

This booklet is designed as a guide to assist you when preparing for your tour. Much of the information within is subject to change and, while all care has been taken to ensure information is correct at the time of printing, we cannot take responsibility for any subsequent alterations. Publication No. TG74. Printed in Australia. Effective February 2020.

ATG

PART OF THE
APT TRAVEL GROUP

