Welcome to Monograms, where you are family and can expect to be treated like family. We know you have a choice when it comes to choosing travel and by choosing us you receive over 90 years of experience managing travel to worldwide destinations. We do everything to ensure your vacation is worry-and hassle-free, so you can relax and enjoy the cultures, sights, and people you meet during your travels.

This Know Before You Go document is designed with you in mind. It contains information to help you prepare and enjoy your vacation with ease. It is your guide to getting ready and contains general information on travel documentation, customs, and country-specific information, including budgeting, transportation, climate, languages, and much, much more. With Monograms, you benefit from our experience.
ADDITIONAL ACTIVITIES & EXCURSIONS

We include guided city sightseeing at each destination, so you don’t miss the must-see sights. Your Local Host will also have plenty of great ON YOUR OWN suggestions for local places to visit, walking routes, and dining suggestions.

Enhance your vacation even more and make it truly special by purchasing additional activities and excursions for the destination you have chosen. Hand pick those that appeal to you. Whether it’s a special dinner, a local show, a behind-the-scenes glimpse into a historical sight, or out-of-town sightseeing, this is a wonderful way to enrich your vacation even further.

After making your booking, log in to MyMonograms.com to hand-craft your vacation exactly as you desire. Our specially designed system will show you what is available, with descriptions, pricing, and timings for each excursion, and allows you to coordinate the activities with your itinerary. Excursions can be pre-purchased online at Monograms.com/MyMonograms up to and including 9 days prior to the excursion start date. Review at your leisure. Purchase what you want. All that is required to purchase excursions is a valid, open invoice number and your login information.

You also have the possibility to select any available excursions at your destination – your Local Host will be pleased to answer any questions you may have.

Payment for Excursions

Payment for activities and excursions at www.Monograms.com/MyMonograms can only be made by credit card (Visa, MasterCard, American Express, and Discover/Novus). On vacation, payment can be made by cash, credit card (Visa, MasterCard, American Express), or any pre-paid, debit and currency card issued by Visa, MasterCard
or American Express (cards should be valid for at least 30 days after completion of your vacation). On vacation, we are unable to accept Discover/Novus credit cards, or any kind of personal checks as payment for activities and excursions.

**AIRPORT INFORMATION**

It is important that you arrive at the airport at least two hours before domestic flights and three hours before international flights. This will allow you time to check your luggage and present your passport and ticket at the ticket counter, get seat assignments and boarding passes, and pass through security to the boarding area. You should be at the boarding gate at least 30 minutes prior to departure, in case there are any gate changes or late notifications. A current passport that is valid at least six months past the end of your trip is required for travel to Europe.

**Airport Check-In**

For airline check-in, you will need the required government-issued photo ID (passport) and final destination information. Airline representatives can look up your reservation with that information, although knowing your ticket number or reservation number is helpful. Many airlines now have computer check-in, which requires a credit card or passport number to pull up your reservation (reading your personal data from the card/passport to find your reservation in the system). Computer check-in is usually self-explanatory, with a series of checks and questions to ensure you have what you need to board your flight, including checking in your luggage. If you have questions, ask the attendant on duty, who should be able to help you. Make sure you are checked-in to your final destination so you do not need to claim your luggage and recheck it during flight connections. In some airports, but not all, this is mandatory.

The ticketing agent at the counter will verify your ID and tag your luggage for you. They may also be able to help you with seat assignments or changes, if available. After check-in, keep your boarding pass and government-issued photo ID handy, as you will need both to pass through security to your gate.

**Airline Connections**

Traveling internationally often requires a change of planes in major airports. Your airline, not Monograms, determines the minimum connection time required to transfer from one gate to another for each specific airport. At times, these connection times can be tight and may require you to quickly move from one gate to another. At other times, the connections may be very long due to flight availability at time of booking. When booking air-inclusive with us, we do all we can to provide adequate connection times for our travelers. However, we are subject to the rules, regulations, and availability of the airlines while also working within the transfer times for our airport-to-hotel transfer schedules. If you feel a connection time is too short, we recommend you ask for other options before purchasing your ticket or putting down deposit in order to avoid change fees, which can be quite expensive.

We also recommend you review the airline flight magazine’s airport maps (when available) prior to landing, so you are familiar with the airport layout, which will assist in making your connections. Another tip is to carry the airline’s 800 number (or international dialing number) with you. If you miss a connection, and we hope you don’t, you may be in a long line at the service desk with other passengers who have also missed a connection. You may be able to get through to the airline on their direct number and reschedule yourself for another flight. Additional information will be available in your Trip Planner from Monograms about how to contact us if you miss your flight and provide us the new details so we know when to expect your arrival.

**Airport Security**

Airport security is becoming more and more advanced, and also stricter for travelers. For information on what is allowed in carry-on luggage and what to expect at security in the U.S., visit [http://www.tsa.gov/traveler-information](http://www.tsa.gov/traveler-information).

A couple of simple things can help you move through airport security more swiftly.

- Check the TSA Web site for prohibited items…and leave them at home, or pack prohibited carry-on items in your checked luggage.
- Gifts should be left unwrapped so airport security can open them for inspection, if necessary.
- Undeveloped film should be carried in carry-on luggage, as checked bag screening may damage it.
Avoid wearing anything with metal (necklaces, watches, etc…). Metal will set off security screeners and will require additional screening by TSA personnel.

Be prepared to remove your shoes. Many airports require shoe removal and shoe x-rays during the screening process.

Put identification (luggage tags) on your carry-on luggage and all your checked luggage.

Any liquids in carry-on bags must be under the size allowance and placed in clear zip-locked baggies for screening.

Electronic devices must be removed from carry cases for inspection and may require placement in the x-ray machine individually. This especially applies to laptops, which require separation from your other items.

Passengers are usually limited to one carry-on bag and one personal item (purse, laptop bag, etc.). Bag sizes are restricted to what can fit easily into overhead bins and underneath seats. Before leaving home, be sure to check with your airport and airlines to verify luggage requirements and restrictions, as these can vary based on airline, airport, and destination.

Have your boarding pass and government-issued photo ID available for all TSA personnel. Only put these items away after you have passed through security.

**Airline Tickets**

E-tickets are now becoming the norm and paper airline tickets, when available, usually require a fee to obtain. When e-tickets are provided instead of actual paper airline tickets, all you need to check-in for your flight are your flight itinerary information (airline, flight code, and destination) and your passport (or driver’s license for domestic flights). Please check your e-tickets or paper tickets carefully. Many airlines have “code shares,” which is an agreement or alliance with another airline. Code shares allow passengers to travel from point to point using more than one carrier. If your ticket states “Flight operated by (airline),” you will need to check in with that airline, not the airline listed as the original carrier.

Airline tickets for intra-vacation flights are most often held by your Local Host and are only provided once you are at the airport for that portion of your vacation. You will not receive these tickets in your Trip Planner.

**Airline Travel Apps**

There are several applications you can download to your smartphone or tablet device to help monitor airline check-in times, security wait times, airport terminal information, and maps. Gateguru, flysmart, and gohow airport are just a few.

**Avoiding Jet Lag & Comfortable Airline Travel**

- To help get adjusted to new time zones, after take-off, set your watch to the time zone of destination.
- If your flight arrives in the morning, try to sleep on board the plane.
- If available, rub moisturizer on face and hands or spray your face with water from an atomizer to avoid dry skin and feel refreshed.
- If you feel pressure in your ears due to change in altitude, swallow, yawn, blow your nose, or chew gum.
- Loose-fitting clothing is recommended. Wear comfortable shoes and try not to take them off, as feet occasionally swell during long flights.
- When possible, walk up and down the aisle to stretch limbs, get blood circulating, and avoid having the seat press against the back of your legs for long periods of time.
- Drink plenty of water and avoid alcohol, caffeine, and carbonated drinks. Eat light meals while traveling.
- Avoid wearing contact lenses because cabin air tends to dry them out.
- If you arrive at your destination in the morning or afternoon, try to keep awake until evening. This will help your body clock adjust more quickly.
Follow the signs to “baggage claim” and “customs”. Information on customs can be found later in this document. Be prepared to show your luggage tags / luggage claim information to security to prove you have your luggage and not someone else’s.

When you book your Monograms vacation air-inclusive, the transfer to and from the airport to your hotel is included (on published departure and return dates). You may also choose to purchase transfers from Monograms for your arrival and/or departure by coordinating your flight information with our transfer times and windows. If you have included or purchased transfers from Monograms, once you exit the customs area, you will be greeted by a company representative holding a Monograms sign. This person will assist you with a transfer to your hotel. Your specific, detailed vacation transfer information will be available in your Trip Planner, which will be sent approximately 2-3 weeks prior to your departure. Look for this information in the Arrival & Departure Transfer section of your travel documents, which will have specific details for your arrival and departure.

Airport transfers can also be arranged if you purchase additional hotel stays with us prior to or after your vacation. To purchase transfers with additional hotel stays (extra nights), please contact your travel agent or travel consultant. Transfers with additional hotel stays may be private car transfers and could be arranged based on your specific flight information and not arranged at pre-set times. Therefore, it is important that you or your Travel Agent provide us with your correct flight information and details, so we can appropriately schedule your transfers. Without your flight information—or if your flight information is incorrect—we cannot arrange for your transfers correctly, and you may miss the drivers and be forced to make your own way to your hotel.

If your plane is delayed, or you miss your connecting flight, we recommend you contact On Call International at 800-407-0801 and provide them with your name, vacation reference, invoice number, and new flight arrival information. On Call will then notify us of your delayed arrival. If your delay causes you to miss your transfer, you will need to make your own way to your hotel. Keep a copy of your receipt so you may file a claim with the airline for the transfer cost. All of this information will also be available in your Trip Planner.

**CALLING HOME & PHONE CARDS**

Calling home and being able to stay in touch with family is often an important part of your vacation. In your Trip Planner, which is sent approximately 2-3 weeks prior to departure, you will receive a detailed hotel list that includes hotel names, addresses, phone numbers, and dates of stay. We recommend you leave a copy of this hotel list with family and friends so they may contact you if necessary. When calling from the United States or Canada, you dial 011 followed by the appropriate country code, city code, and phone number.

You may wish to bring a cellular phone with you on your vacation. When doing such, make sure to contact your wireless provider to inform them of your travel itinerary and dates prior to departure. Most cellular companies have an “international plan,” which will allow you to make calls from outside your home country. If you don’t already have this, you will need to purchase it prior to leaving on vacation in order to make calls from other countries. At times, cellular service may not be available as you travel from one city to another, but all metropolitan cities have cellular service to which you can connect. Your cellular phone needs to have a minimum of tri-band service to work overseas. Be sure to confirm with your cellular phone provider that your phone and access service will work overseas in the areas you are traveling.

Making long-distance calls home from your hotel room is possible but very expensive. You may call collect (reverse charge) from your hotel, but most hotels charge a connection or service fee, which can range from $1-$20 and is in addition to any other calling fees or charges. This connection or service fee is also applied to toll-free numbers and calling cards, though calling cards provide better rates once connected. If purchasing a calling card for use while on vacation, please make sure the card covers the country/countries you will be visiting. A list of covered countries should be clearly displayed on the card itself or its packaging. We recommend you check these countries carefully before purchasing.

Local Hosts may be able to assist you with making calls, but each calling card and cellular phone is unique and it would be impossible for them to know every plan or phone. Local Hosts should not be relied on to assist with personal phone calls. Therefore we recommend you familiarize yourself with calling internationally before leaving home. Please refrain from using any cellular phones during sightseeing commentary, so everyone may hear what is being said.
CHILDRREN

There are no age restrictions on Monograms, which make Monograms the perfect vacation for family.

In addition, most vacations have child discounts to further enjoy your experience together. For information, please visit: http://https://www.Monograms.com/deals/child-discounts/ Participants under 18 are considered children and therefore must travel with an adult over 18 for the duration of their trip. There are no child-watching services through Monograms so accommodations booked with us must have all children in a room with an adult.

Child pricing is also available on many of our Additional Activities & Excursions available through Monograms. When booking your Activities & Excursions online, you will see the applicable child price.

Traveling Internationally with Children

Many countries have adopted practices to prevent international abductions of children. Because of this, we recommend you secure a “Child Travel Consent” prior to departure if you will be traveling with a minor under the age of 18. A Child Travel Consent is a document that shows authorities and foreign officials that a minor (under age 18) has permission from his or her parent(s) or guardian(s) to travel. The document may be requested by authorities when a child is traveling internationally:

- With one parent or guardian
- Without a parent
- Alone
- With an adult who is not a parent or guardian

If the traveling parent has sole custody, he or she will need a notarized true copy of a court order or equivalent proving custody. If both parents have custody, or the non-traveling parent has custody, the traveling parent will need notarized consent from the non-traveling parent. If the other parent has legal rights of access (e.g. visitation rights), it is advisable to obtain his or her consent. If it is not possible to obtain consent, or if the other parent has no legal rights, you should carry a notarized true copy of a court order or equivalent to prove that you have sole custody. You should also be prepared to prove your relationship to the child by producing government-issued certificates (e.g. certificates of birth, marriage, adoption or change of name). We also suggest you contact appropriate consulates and airlines for any additional requirements.
CONVERSION TABLES

Below is information on standard conversion tables, which you may find useful while traveling to international destinations.

Time Chart

<table>
<thead>
<tr>
<th>Time</th>
<th>Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>0100</td>
<td>1:00am</td>
</tr>
<tr>
<td>0200</td>
<td>2:00am</td>
</tr>
<tr>
<td>0300</td>
<td>3:00am</td>
</tr>
<tr>
<td>0400</td>
<td>4:00am</td>
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<tr>
<td>0500</td>
<td>5:00am</td>
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<td>0600</td>
<td>6:00am</td>
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<tr>
<td>0700</td>
<td>7:00am</td>
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<td>0800</td>
<td>8:00am</td>
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<tr>
<td>0900</td>
<td>9:00am</td>
</tr>
<tr>
<td>1000</td>
<td>10:00am</td>
</tr>
<tr>
<td>1100</td>
<td>11:00am</td>
</tr>
<tr>
<td>1200</td>
<td>12:00pm (noon)</td>
</tr>
<tr>
<td>2400/0000</td>
<td>12:00am (midnight)</td>
</tr>
</tbody>
</table>

Temperatures

Fahrenheit/ Celsius

To get exact temperatures:
Celsius to Fahrenheit: \((C \times 9) / 5 + 32\)
Fahrenheit to Celsius: \(((F-32) \times 5)/9\)

To get approximate temperatures:
Celsius to Fahrenheit: \((C \times 2) + 30\)
Fahrenheit to Celsius: \((F - 30) / 2\)

<table>
<thead>
<tr>
<th>Temperature</th>
<th>Conversion</th>
</tr>
</thead>
<tbody>
<tr>
<td>32°F</td>
<td>0°C</td>
</tr>
<tr>
<td>50°F</td>
<td>10°C</td>
</tr>
<tr>
<td>68°F</td>
<td>20°C</td>
</tr>
<tr>
<td>77°F</td>
<td>25°C</td>
</tr>
<tr>
<td>86°F</td>
<td>30°C</td>
</tr>
<tr>
<td>95°F</td>
<td>35°C</td>
</tr>
</tbody>
</table>

Other Measurements:

1 (lb) = 0.45 (kg)
2.2 (lb) = 1 (kg)
1 (oz) = 28.3 (g)
1 US (pt) = 0.47 (l)
1 UK (pt) = 0.57 (l)
1 (in) = 2.54 (cm)
10 (in) = 25.4 (cm)
1 (ft) = 30.5 (cm)
3.3 (ft) = 1 (m)
1 (mi) = 1.6093 (km)
100 (mi) = 160.93 (km)
2.5 acres = 1 hectare
100 acres = 40 hectares

Roman numerals:

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 = I</td>
<td>100 = C</td>
</tr>
<tr>
<td>5 = V</td>
<td>500 = D</td>
</tr>
<tr>
<td>10 = X</td>
<td>1000 = M</td>
</tr>
<tr>
<td>50 = L</td>
<td></td>
</tr>
</tbody>
</table>

Examples: 4= IV, 6=VI, 9=IX, 80=LXXX, 90=XC

CUSTOMS & BORDER CROSSINGS

Border Crossings

Before leaving home, check your itinerary carefully and ask your local consulates about visa and passport entry requirements for the country/countries you are visiting. Requirements will vary based on passport place of issue. In the country portion of this Know Before You Go document you will find visa requirements for U.S. and/or Canadian citizens.

Entry documents and passports will be required at border crossings, so please carry proper identification on you at all times (not in your luggage). Generally, crossing borders while on vacation is straight-forward. You must be...
prepared to open your luggage for inspection at any time even though border crossing and customs formalities are not generally a problem.

Standard questions may be asked of you by a border guard, especially when arriving by airplane or train, such as “where are you from,” “where are you going,” “how long will you be there,” or “what is the purpose of your trip.” Answer honestly, directly, and politely. Though making jokes and wise-cracking may ease your apprehension, it can be seen as rude in other countries and may bring you under more scrutiny than necessary and cause delay. Turn off cell phones and other portable devices while passing through customs and remove sunglasses and hats. Be sure to declare any items you have purchased.

**Returning Home**

Most items you purchase internationally are suitable for bringing back into the United States. However, we recommend you check with the embassies of the countries you are visiting for items that you can and cannot bring in or out (strict regulations may apply to antiquities and works of art). For more information, we recommend you visit the U.S. Department of State at:

http://travel.state.gov/content/passports/english/go/customs.html

If you are taking laptops, cameras, or other electrical equipment with you that has been purchased within six months of your departure, you may be required to register these with your local customs authority in order not to be charged duty on these items when you bring them back to your country. For information on how to register these items before leaving, please visit www.cbp.gov/travel/clearing-cbp/certificate-registration

**United States:** When you return to the United States, you should be prepared to declare everything you purchased or acquired while traveling. You will be asked to complete a Customs and Border Protection Form, which will require a description and a value of the item(s). To assist with this process, we recommend you keep any sales receipts for items purchased and pack things you are declaring in a place that is easily accessible. These forms are usually handed out during your flight home so you can prepare them in advance of landing. You will need your flight number as well as itinerary information when completing this form.

Returning U.S. residents are granted a tax exemption on articles totaling US $800 or less in retail value if they accompany you, for your own use, and are declared. The US $800 exemption may not be claimed if you have used the exemption, or any part of it, within the preceding 30-day period, but a US $200 exemption may apply. The exemption is not cumulative. No more than 200 cigarettes (one carton) and 100 cigars (of non-Cuban origin) may be included in your exemption. One liter (33.8 fl. oz.) of alcoholic beverages is allowed duty-free for those over 21 years of age, if it is not in violation of the laws of the state in which you arrive. Customs regulations permit U.S. residents traveling abroad to send home one gift each day (except tobacco, perfume, and liquor worth more than $5) not exceeding a value of US $100 per day. The package must be clearly marked “Unsolicited Gift Enclosed,” and the value must be clearly indicated on the outside. Gifts mailed home in this way need not be included in your customs declaration.

The above information serves as a general guideline to U.S. customs regulations and can change. For more specific and up-to-date information, contact the U.S. Customs and Border Protection authority or see their website at: cbp.gov. Click “travel” then click “Know Before You Go.”

**DESTINATION GUIDES**

During your first meeting with your Local Host, he or she will provide you with a Destination Guide for your city. This guide is full of useful information and includes:

- Welcome letter with daily schedules and your Local Host’s lobby hours & 24-hour emergency contact number
- City map(s)
- Local Host Picks: suggestions of things to see and do on your own at your destination
- Details of activities and excursions available through Monograms
- Practical city information and helpful hints
- Information about dining and local specialties
- Transfer times and details (for transfers booked through Monograms)
- Local transportation guide (where applicable)
DESTINATION INFORMATION

US DEPARTMENT OF STATE - COUNTRY INFORMATION

For US citizens, the US Department of State provides country-specific information for every country in the world at www.travel.state.gov. This is a good place to learn about the destinations you will be visiting, and includes quick facts for destination descriptions, passports/visas, safety and security, transportation, travel local laws, alerts/warnings, vaccinations, and more. For citizens of other nations, we recommend you consult your local consulate for travel information, regulations, and requirements.

GRATUITIES & TIPPING

Tipping is a personal way to show your satisfaction for good service and is a general practice on all vacations. General tipping guidelines can be found below. Each country in Europe has different customs regarding tipping.

With Monograms, your hotel taxes, service charges, tips for hotel luggage handling (one bag per person), and breakfast waiters are included in the vacation price.

For services with gratuity not included in the vacation price, we recommend the following as tipping guidelines. (More information can be found in the country-specific sections of the Know Before You Go Document in your Trip Planner which will be available 2-3 weeks prior to your vacation.) Since each country is unique, the below are merely guidelines to assist with budgeting.

Hotel Services

It is customary to tip hotel staff for room service delivery if the charge has not already been added to the bill. If ice machines are not available and you get ice from the bar, a small tip to the bartender is always appreciated.

Local Guides

City sightseeing with a professional Local Guide is an included feature with Monograms. Local Guides make the location come alive as they share their vast local knowledge about culture and history with you.

Gratuities for your Local Guide are not included in the vacation price. However, as is customary for exceptional service, a tip to your Local Guide is always appreciated. Your Local Host can assist with advice on tipping your Local Guides.

Local Hosts

Gratuities for your Local Host are not included in the vacation price. However if you feel that the Host has gone above-and-beyond to make your vacation a “wow”, feel free to share your gratitude. A tip is always appreciated for outstanding service. And by the way, thank you!

Restaurants

For restaurant meals, when the service charge is already included, round up the check/bill by the equivalent of a few dollars to show appreciation to your wait staff. Additional details and recommendations will be included in your Trip Planner sent approximately 2-3 weeks prior to your vacation start date, and your Local Host can always help with local customs on tipping. Tips in restaurants are usually left in cash and not added to the credit card payment, unless there is a specific gratuity line on the credit card signature receipt. In many European restaurants, there is also a per person cover charge that will be added to your check/bill. This is not a gratuity.

Taxis

Usually rounding up the fare for gratuity for the driver is more than adequate in most countries; see country-specific profiles for information. Ask hotel staff or airport hospitality desks for the best cab companies and make sure pricing is clearly indicated prior to departure. If possible, we recommend you pre-negotiate taxi fares to avoid unpleasant surprises at the end of your journey.
HOTELS

Amenities

Monograms knows that location, style, and value are important to you. Whether you prefer hotels that are convenient for shopping or sightseeing, surrounded by outstanding natural beauty, part of the city's artistic heritage, or that offer contemporary styling, Monograms vacations can put you at the heart of your destination—an assurance that first-time travelers to an area find invaluable. Our hotel rating system ranks the amenities and services of each accommodation; the number of buttons for each property indicates ranking according to the system below. Because Europe offers such a variety of choice, with a wide range of quality, amenities, and services, we have even added half increments at some locations to augment the precision of our scale.

- The finest hotels available, featuring exclusive facilities, services, and amenities
- Superior properties featuring stylish décor, upscale room amenities, luxury services and comfort
- Hotels offering tasteful furnishings and décor, as well as good, dependable room amenities, services, and comfort
- Properties offering a simple level of comfort and service, basic décor, and a few added amenities
- Hotels that fulfill basic needs of comfort, with limited services and amenities

All pre-selected Monograms hotels include the following general services and amenities.

- Buffet breakfast
- Internet access
- Laundry collection service (fees not included)
- Hotel & city taxes,
- Gratuities for baggage handling (one bag per person)

Please refer to individual hotel descriptions for additional details.

Laundry charges vary from hotel to hotel. We recommend you ask to see the price list before using the service.

Check-in

If your flight arrives in the morning, you may be at your hotel before noon. Official check-in and check-out times vary from hotel to hotel, so it could be mid-afternoon before the staff has your room ready. Hotels do their best to prevent this from happening, but check-in times cannot be guaranteed. Some people use the time to explore the neighborhood and maybe shop or sightsee. Others relax in the hotel lobby. If your room is not available when you arrive, you may leave your luggage with the hotel staff, who will store it for you until your room is ready. This storage is usually free of charge.

Check in at the main Reception counter under your name; ask reception staff if the Local Host has left you a Monograms Destination Guide and enquire about the location of the Monograms notice board with the Local Host's lobby hours. Should you have any problems, reception staff can assist you.

If you have any problem with a hotel room, please report the matter directly to Reception. If the matter is not resolved, advise your Local Host, who may be able to assist.

Check-Out

We suggest you pack your luggage and check your hotel room the night before departure. Leave out only those items needed in the morning, so you start the day in a comfortable and relaxed manner, and the possibility to forget items is reduced. In the morning, make a last-minute check of safe deposit boxes, wardrobes, tables, and drawers.

Before departing the hotel, you are responsible for completing the check-out with the front desk; returning your room key, and settling any incidental expenses (minibar, telephone, or restaurant bills) by personally signing for all charges. This will ensure you agree with and approve all charges on your credit card. Normal check-out times vary but are usually between 9:00 a.m. and noon. If you have a late-afternoon or evening flight, most hotels have luggage rooms where you can store your luggage.
**Conservation**

In many European hotels, key cards operate room lighting, air conditioning/heat, elevators, and stairwell entrance. The card may require insertion into a special slot or box located by the bedroom door for lighting and air conditioning/heat to function. In some hotels, corridor and bathroom lighting may be automatic, which turn on and off by your entering and exiting the room. Liquid soap dispensers are often fitted in bathrooms and/or showers containing shampoo and body gel. You can assist hotels by putting dirty towels on the floor for washing and leaving clean ones on towel racks; minimizing lighting use, and throwing away paper and plastic bottles in recycling bins if available.

**Electricity**

For safety reasons, most hotels have very sensitive triggers to electrical surges, so please minimize the number of items you plug in at one time, as even basic items could overload the system and cause a black-out to your room or floor. Bathroom sockets are usually for razors only. In Europe, most voltage is 220-240 whereas the common voltage in the United States and Canada is 110. Therefore, you will want to bring a converter with you to prevent burning out your personal items or tripping the circuit (it will reduce 220-240 to 110 volts in your appliance). You will also need an adapter, a small item into which you plug your appliance to enable it to fit into a foreign outlet. You may need to switch your adapter when changing countries (electrical outlets vary throughout Europe). See the individual country information for specific electrical guidelines. Adapter and/or converter kits that include a range of plugs can be purchased at electrical supply stores. Kits can also be found at superstores such as Target, Wal-Mart and Kmart. Ensure your adapter is sufficiently powerful for all your appliances, and check if you need individual converters for different items.

**Room Amenities**

Rooms may be slightly smaller than you are used to. Minibar items and access to pay-TV channels are at your expense. Refrigerators may be on an automatic charge system based on sensors that know when items have been removed (so be careful when even looking through the items). Twin beds are the norm. If you require a double bed (or “full” bed) please request this at time of booking, although this cannot be guaranteed. Queen-size beds are rare. In addition, in-room ironing boards and irons are often not available in hotel bedrooms nor are tea or coffee machines (except in Britain & Ireland where a regular “cuppa” is part of the culture). You may inquire with the hotel reception about these items, but most hotels only have ironing through laundry service and tea or coffee through room service.

All pre-selected Monograms hotels include the following amenities.

- Non-smoking
- Air-conditioning or cooling system
- Twin-bedded with private bath or shower
- Bath amenities
- Hairdryer
- Direct-dial telephone
- Modern TV
- Minibar
- In-room safe.

Please refer to individual hotel descriptions for additional details.

A few hotels may not have air-conditioning or may alternatively feature a cooling system. In general air-conditioning/cooling systems are operated May/June-September, and tend to be centralized, so temperatures may not be quite as cool as you are personally used to.

**Room Location**

Adjoining rooms are not common in Europe and may be across the hall rather than connected. Even side by side, they may not be connected by an entry door. Adjoining rooms can be requested but are not guaranteed.
**Single and Triple Rooms**

Hotel rooms in Europe are not the same as those in North America. Single rooms are generally smaller than you would expect, and may be less conveniently located. The single supplement ensures your own room, however the size and location are specific to individual hotels. Triple room accommodations are generally the same size as double or twin-bedded rooms and will have beds for three people. It is not always three separate beds. Sometimes it may be a roll away put in for the night. Some hotels in Europe don’t have triple rooms so Monograms will provide a single and a twin-bedded room for those hotels at the same triple rate.

**INSURANCE / TRAVEL PROTECTION**

If you have not yet taken out Travel Protection, please contact us or your travel agent to inquire about Travel Protection before your trip. Foreign doctors and hospitals often require payment in cash prior to providing services, and medical evacuation can be exceedingly expensive. *No responsibility is accepted for loss, damage or delay to baggage or any of the traveler’s belongings throughout the duration of the vacation.* For these reasons, Travel Protection and baggage insurance are highly recommended. Monograms has Travel Protection you may purchase prior to your vacation. It includes a “cancel for any reason” policy, which will give you peace of mind. For more information on Monograms’ Travel Protection plan, please visit our website at [www.Monograms.com/Protection/](http://www.Monograms.com/Protection/)

**LOCAL GUIDES**

Monograms uses professional Local Guides in specific cities and at specific sights to conduct sightseeing; commentary is in English. They enjoy sharing their extensive and specialized local knowledge with you.

**LOCAL HOSTS**

Your Local Host is someone you can count on throughout your trip to ensure your vacation is hassle-free. He or she will greet you at your hotel, assist you with any additional activities and excursions details, and coordinate your departure transfers. Your Local Host has lobby hours in your hotel to answer questions and be available to you, and will provide a phone number for you to use throughout your stay. See your Local Host for recommendations about museums, local shopping, and places to eat, sports facilities, interesting walking routes, concerts and shows, cultural events-whatever fits your style and interests. They have a wealth of information at their fingertips and are ready to share their local insights.

If you have purchased extra nights (before or after your vacation), the presence of the Local Host is not guaranteed during your extra days/ nights.

**LUGGAGE**

**Luggage Allowance**

For your comfort and ease of traveling, we recommend one piece of luggage per person, allowing you to easily maneuver through airports and train stations.

Since airlines have various restrictions on luggage (size, weight, number of pieces) we recommend you check with your airlines directly on luggage restrictions to avoid any additional or excess luggage fees; iflybags.com is a good resource for verifying luggage restrictions for airlines.

Make sure when checking luggage on planes that you leave it unlocked, or locked with a TSA-approved lock. Checked bags are often screened on flights and any locks will be cut off for inspections.

**Luggage Porterage / Luggage Service**

Hotel porterage (luggage or baggage service) for one suitcase per person is included in the vacation price. Airport and/or train station luggage services are not included unless otherwise specified in your travel documents. Please be prepared to carry your own luggage on and off airplanes and trains and through airports and train stations; we recommend luggage be light enough for you to carry short distances.

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
Hand Luggage

Carry-on bags should be small and easy to carry. We recommend your hand luggage have a place for a water bottle and zipper pouches for easy storage, and dimensions do not exceed 12 x 11 x 6 inches. Bags that can be carried in front of you, and not on your back, are better options for traveling and are less likely to be susceptible to a pesky pickpocket. Generally, wheeled carry-on bags that may be suitable for air travel are not suitable as hand luggage on sightseeing motorcoaches and mini-buses, since wheels can cause the luggage to move dangerously when stored under seats. It is unsafe to store luggage in the aisles or to have it protrude into your legroom or the person’s next to you while traveling. Carry-on bags that do not fit fully under the seat in front of you may need to be stored in the luggage compartments under the motorcoach for the safety of all passengers.

Lost Luggage

Should your luggage be delayed en route by your airline, please note that it is the responsibility of the airline to ensure that it is delivered to you while traveling. Claims for reimbursement for delayed luggage should be addressed to the airline company directly. To assist in this process, fill out a claim form at the appropriate airline desk upon arrival and provide the carrier with a copy of your hotel contacts, so delayed luggage may be forwarded correctly. Please complete any lost luggage forms and submit to your airline before exiting customs. Your Travel Protection/insurance provider may also be able to assist, but for security and privacy reasons, timings and method of luggage retrieval are solely in the hands of the airline involved.

Size and Weight

Monograms, and most airlines, restrict luggage to 62 linear inches, which is measured as length + width + height. We request you keep your suitcase to a maximum of 50 lbs for travel unless otherwise noted in your travel documents. Test the weight of your packed suitcase. You should be able to lift and comfortably transport it for short distances. Drivers and hotel porters will be lifting and transporting your luggage; on their behalf we urge you to please keep the size and the weight within the above limits. For safety reasons, hotel porters may refuse to carry very heavy luggage.

Please place a luggage tag with your full name on the outside of each piece luggage, as it serves as an identifier throughout your vacation. In addition to your luggage tag, we recommend you put a label with your name, address, and telephone number on the inside of your suitcase and carry-on luggage. In the event your luggage is lost in transit, your contact information will still be available for airline staff. For security reasons, keep all unchecked luggage in your immediate possession. Luggage left unattended can be confiscated.

Important: International air carriers are becoming stricter about the size and weight of luggage and carry-on luggage. Please contact your air carrier or travel consultant for specific information prior to departure, as size and weight limitations vary from airline to airline and even according to destination, and may also be different from the limitations on your vacation. We recommend iflybags.com for reviewing airline luggage restrictions and fees for checked and overweight luggage. We are not responsible for additional bags, luggage weight, or luggage handling fees imposed by air carriers.

MEALS & BEVERAGES

Breakfast

Breakfast is included at your hotel to start your day off right. Each hotel provides a buffet breakfast of standard European breakfast items.

Unlike in hotels in the United States and Canada, it is not permitted to remove food from the restaurant.

Lunches and Dinners

Your Local Host or Local Guide will be pleased to provide you information for local dining. Dining hours may be later than you are accustomed to; check restaurants for opening times.
Tap Water and Other Beverages

In many European cities, there is one price for consuming drinks at the bar and a higher price for ordering drinks at your table. Hotel rooms are equipped with a minibar stocked with ice, soft drinks, and other beverages, but we recommend you check the prices before consuming, as they can be quite expensive.

Tap water is generally safe throughout Europe. However, your Local Host can provide specific information. We recommend you purchase bottled water for sightseeing and excursions. Bottled water is also common in restaurants.

MEDITICATIONS

We recommend you pack an ample supply of any medications you may require while traveling and include copies of your prescriptions and the telephone/fax number of your doctor in case you need them during your travels. Because of strict drug and medication laws in some countries, drugs or medications you take on doctor’s orders should be carried in their original container showing the prescription label. As long as this conforms to airline regulations, keep medicines safely in your carry-on luggage, as your checked luggage may not be easily accessible while traveling and to avoid additional problems should your luggage get lost, damaged, or delayed.

Here are some additional items you may want to pack for your travels:

- An extra pair of eye-glasses and/or a copy of your prescription.
- If you wear contact lenses, remember eye drops and frequent use if you are traveling in a dry climate and while on airplanes as cabin air can dry out your lenses.
- Set of spare batteries for hearing aids, as it may be time consuming and difficult to find new batteries.

Vaccinations

Please contact your doctor or healthcare provider before traveling to determine which vaccinations are recommended for your travels. Most countries where we travel do not require any special vaccinations. However, requirements can change at any time. Your healthcare provider can best guide you in selecting vaccinations based on your itinerary. If you would like to research health and safety topics for your travel, we recommend the Center for Disease Control and Prevention website: www.cdc.gov.

MONEY MATTERS

On vacation you will need spending money for meals and entrance fees not already included, beverages, Activities & Excursions (if not already pre-purchased), gratuities, shopping, and incidental expenses.

For initial convenience, we recommend you bring approximately $150 cash with you from home in U.S. Dollars. You can exchange this money at the airport or your hotel should you need local currency before you get to an ATM. Be aware, however, that exchanging money at the airport incurs high change fees, and hotels usually do not have competitive exchange rates, but for convenience they are good options. ATMs are the best and most cost-effective means of money withdrawal while traveling. Most airports have an ATM machine in the customs arrival hall or airport arrival terminal. Fees for cash withdrawal, just like in the United States/Canada, vary by ATM and will be advised prior to cash dispensing. US Dollars are generally not accepted, but if in exceptional cases they are, the exchange rate may not be favorable and change will be given in local currency.

Your Local Host or the hotel desk will be able to assist you in locating ATMs.

You might also consider purchasing local currency before you leave on your vacation. This is available at major banks and international airports. The exchange rate may not be advantageous, but the convenience and peace of mind may be worth the small extra cost. When obtaining Euro, please bear in mind that bills of €200 or €500 are unlikely to be accepted at local stores or restaurants due to concerns about counterfeiting; we advise you carry cash in smaller denominations (preferably €50 or less). The country sections of this Know Before You Go guide will tell you about each country’s currency, money exchange and budgeting costs for standard items.

We recommend you hide a couple of $50 or Euro 50 bills on your person as emergency vacation funds.
ATM Machines

ATMs connected to bank networks such as PLUS or Cirrus are available in most major metropolitan cities, including airports, city centers, and in some hotels. ATMs will be similar to those at home and most will offer English as a language option. Your bank can tell you which network your ATM card can access and whether a credit or debit card may be used. Be sure to activate your ATM and/or credit/debit card before traveling, and don't forget to bring your 4-digit numerical PIN code to facilitate use. There are usually fees associated with money withdrawals, and these fees can vary from location to location.

The usual care should be exercised when using ATMs: avoid making withdrawals at night or in unlit/isolated areas, conceal your PIN code, and be wary of assistance from seemingly helpful strangers, however polite or well-dressed. In order to safeguard your card details and your transactions, wherever possible use the special security rooms provided by banks for this purpose. Do not use a machine if it looks unusual in any way, has a loose front, or anything stuck to it. A lost or blocked card should be reported to your bank via its 24-hour emergency number for immediate cancellation/replacement.

When using ATMs: only insert cards into machines bearing the logo of your particular card. Most machines have a maximum withdrawal limit. Debit cards are preferable to credit cards, in order to minimize costs. Collect cash immediately, and keep a record of withdrawals (receipts are not always given).

Credit Cards

It is recommended to notify your bank or credit card company prior to your departure with information on your travels. The number to call for this notification can be found on the back of your credit card. We recommend you contact them with your travel information because more and more credit card companies are denying payment for overseas purchases unless they know you are traveling. In addition, we recommend you bring an overseas contact number for your bank or credit card company in case you require any assistance while traveling.

While major credit cards are generally accepted by shops and hotels throughout the world, you may encounter stores or restaurants that require a minimum charge for using them. Be sure to take more than one credit card, as some outlets may not accept all cards. Check that your credit cards are valid for at least 30 days after completion of the vacation. As credit card fraud is increasing worldwide, it is becoming more and more common for identification to be requested when making payment by credit card. Therefore, be sure to have your passport with you or a photocopy of your passport or driver’s license/birth certificate in case identification is requested. Shops, restaurants, and bars in some small villages may not accept credit cards at all. Therefore, it is wise to always carry a small amount of cash.

When making credit card purchases abroad, you will be charged in local currency by the vendor. Your credit card company will convert the charges based on the exchange rate they implement and will charge a fee. Visa, MasterCard, or American Express are usually your best options while traveling, as these will be accepted at most shops, stores, and restaurants. The Discover Card and Diner card are not accepted in many European cities and are not recommended as means of payment for traveling in Europe.

More information on credit card usage may be found in the country information in this guide.

Exchange Rates

Exchange rates vary by currency and change daily. You may find up-to-date exchange rates at [www.Monograms.com/currency](http://www.Monograms.com/currency). If you are traveling with a laptop or other mobile device, you can also download exchange rates from the Internet, which will continually update you with information during your travels.

General Budgeting

“How much money should I bring” is a common question. The answer is difficult as each person is different, and each person chooses to spend money on different things. The amount will vary depending on if you are a “grab a sandwich and soda and walk the city” type person, or a “sit down and enjoy a good meal” type of person. How much do you like to spend on gifts and mementos for yourself or others? See the country-specific information in your Trip Planner for budgeting guidelines.
Traveler’s checks

Although a secure means of carrying money, please be forewarned that traveler’s checks are rarely accepted and you will experience difficulties cashing them even in banks, and there will probably be a processing fee. If you do bring traveler’s checks, follow the advice of the company issuing them. Keep your receipts and the list of checks already used in a place separate from the checks themselves. Never countersign a traveler’s check until the moment you use it. Be aware that traveler’s checks in Euro are practically impossible to exchange. A fixed-rate service charge is usually levied if you can exchange them.

PACKING

Sometimes luggage is briefly delayed during air transport. Therefore we recommend you take a change of clothing and essential toiletries in your carry-on luggage, or pack some of your clothing in your traveling companion’s luggage, so you don’t have to wear the clothes you have traveled in until your luggage is delivered. Do not leave essential medication in your checked luggage; always keep it in your carry-on luggage, as long as this conforms to airline regulations. We also recommend placing a copy of the hotel contacts inside each piece of luggage. If your luggage is lost, this will help the airline find you while you’re traveling.

Traveling light is recommended (casual wear for daytime, smart casual for evenings). Adopt a simple color coordination plan for your vacation to reduce the quantity of clothing required. Pack jackets and slacks that have plenty of pockets so you can carry documents and money in separate places on you, reducing theft and loss risk. There may be a restriction on shorts/mini-skirts and bare shoulders for some religious sights, where men as well as women are required to cover their shoulders and legs. Also backpacks may not be allowed at religious sites. Shorts, sneakers and sweat suits are not suitable for hotel dining.

Tip: Put dryer sheets (fabric softener sheets) in your luggage. Your clothes will smell fresh and clean throughout your travels.

Below is a list of items to consider when packing for your trip.

- Passport, visa(s), Travel Protection/insurance, flight information, and other necessary documents
- ATM/debit/credit cards and their applicable PIN codes. Do not pack your passport or your money in your checked luggage
- Jackets and slacks with plenty of pockets and inner pockets
- Money belt or light bag with a strap that can be worn crosswise over your body. Purses/handbags are best avoided unless they can be carried close to your body in front of you
- Enough underwear/socks to avoid frequent laundry. Pack at least one pair of warm socks even in summer in case of an unusually cold day
- Warm sweater for evenings
- A dressier outfit for an evening at the theater or elegant restaurant (smart casual clothes are usually fine for cabarets/casinos)
- Comfortable, sturdy, tried-and-tested walking shoes (rubber soles help grip slippery/uneven surfaces)
- Sandals and/or non-slip socks that double as slippers
- Swimwear
- Warm jacket, socks, and cap (if traveling to mountain areas or in spring & fall)
- Sunglasses
- Sunscreen
- Sun hat
- Insect repellent and balm
- Toothbrush/toothpaste and washcloths, preferably disposable (considered a personal item like a toothbrush, so rarely supplied)
- Shampoo and soap (if you prefer to use your own brand)
- Deodorant
- Razor and shaving cream
- Comb, brush, hair ties
- Female necessities
- Band aids
- Aspirin/Tylenol/Ibuprofen/cold medicines/Pepto Bismol
- Motion sickness pills
- Chap stick or lip balm
- Antibacterial wipes/small bottle of hand sanitizer gel
- Travel pack of Kleenex
- Medicines (carried in their original container) and copy of prescriptions, telephone/e-mail/fax number of your doctor
- Manicure set and mending kit (in checked luggage)
- Travel alarm clock (to avoid relying on hotel automatic wake-up calls)
- Mini umbrella or fold-up poncho for the occasional shower
- Glasses, plus extra pair and/or copy of prescription, eye drops for contact lenses
- Spare batteries for hearing aids
- Collapsible walking stick if you have mobility difficulties
- Electrical converter(s)/adapter(s)
- Camera/video equipment with plenty of memory cards/extra film/spare batteries. Label camera/camcorder and film bags with your name and vacation code; should you lose them, there’s a better chance of their being returned
- Cellular phone with international calling plan or international phone cards

Winter vacations (late October-April): Pack warm layered clothing, thermal underwear, a winter coat and hat with your hand luggage, scarf, gloves, socks and sturdy, tried-and-tested boots (preferably with rubber soles). If you live in a hot climate, you may not be prepared for wrapping up warmly for winter; it can get very cold in Europe, so do please protect yourself accordingly.

PASSPORTS, VISAS AND OTHER ENTRY REQUIREMENTS

A valid passport is required for international travel. Most countries require that the passport be valid for at least six months beyond the conclusion of your trip; and it is recommended to have a minimum of three blank pages in your passport when traveling. There are very few European countries that require visas for U.S. citizens, however if traveling to a country that does require a visa, ensure you secure the necessary visas before leaving home (this process can take up to three months or more).

We know maneuvering through the world of visa applications and requirements can be a confusing one. We can help. Monograms is pleased to offer its customers the expertise and experience of Generations Visa Services (GenVisa), with fast and easy ways to obtain visas, passports, and/or other documents required for travel. You can check visa requirements for your vacation by visiting the GenVisa website at www.genvisa.com/Monograms. At this site you can select your country of travel and the specific cruise on which you are traveling, to obtain any necessary visa forms. Since most consulates require visas only be obtained within 90 days of travel, GenVisa is also able to save your information and e-mail you the latest visa packet when available for your travel dates. As an added bonus, when you identify yourself as a Monograms customer, you receive our preferred discounted rates for visa and passport services.

Please check your itinerary carefully and make sure that multi-entry visas have the correct entry dates and destinations before you leave on your vacation. If your nationality (passport) differs from the country in which you reside, you must consult with the appropriate consulates to determine if any visas are needed. GenVisa may be able to assist you with this process.

PHOTOGRAPHY

Capturing special moments on film and being able to share them with family and friends—and retain them for your memories—is as important to us as it is to you. We recommend you bring extra memory cards, film, and spare batteries, as it is not always easy to find them quickly and at reasonable prices.

Photography and video filming may not always be allowed at sights, and inside churches, museums or shows, or there may be a fee to take pictures or videos. Please respect privacy of local people and of your Local Host/Local Guides by asking permission before filming or taking their photo.

Travelers should not photograph or film anything perceived to be of a sensitive nature, such as government buildings, diplomatic missions, border formalities, or military interests.
PRE-REGISTRATION

Pre-registration for your Monograms vacation is available at www.Monograms.com/MyMonograms. We help you avoid problematic surprises. Registration is required prior to final payment and you can complete the registration information online. When registering, you will be asked to provide passport details, an emergency contact, and on tour contact details. Rest assured that registration details will only be used in the event that we need to contact you or your emergency contact, or provide your registration details to local agencies for travel purposes.

In addition to pre-registering with Monograms, we also recommend you enroll in the Smart Traveler Enrollment Program (S.T.E.P.) with the United States Government. When you sign up, you will receive the most current travel information and updates for the country(s) where you are traveling. In addition, the S.T.E.P. registration allows the U.S. government to assist U.S. citizens in case of emergencies, such as natural disasters. To learn more about this program, please visit the U.S. Department of State website at https://travel.state.gov/content/passports/en/go/step.html

SAFETY HINTS

General Hints

- Land/water/air transportation: please pay attention to on-board attendants and review safety information prior to departure or takeoff. Take particular note of the location of emergency exits. Use special care when embarking/disembarking boats as walkways may be wet or slippery.
- Carry all documents, money, passport, tickets, driver’s license, photocopy of your hotel contact information, cash, and credit cards on your person, but not all in the same place to limit the inconvenience in case of loss.
- Never keep money or jewelry in your suitcase. We strongly advise against traveling with large amounts of cash; no responsibility is accepted for loss, neither will insurance companies reimburse lost or stolen monies. We advise too against traveling with expensive items; please do not carry anything with you that will create an emotional or financial hardship if lost or stolen. Leave keys, as well as valuable or favorite jewelry at home.
- Medicines should be kept in your hand luggage for easy access.
- Leave your address book at home; instead carry a duplicate or brief list of important addresses and telephone numbers only (you might like to bring pre-printed address labels for postcards).
- Never leave your carry-on luggage unattended or out of sight in public areas (including hotel lobbies and dining rooms).
- Be vigilant at all times, especially in crowded places such as subways, squares, or churches/cathedrals.
- Avoid excessive displays of wealth (only carry sufficient cash for daily needs).
- Divide and carry cash etc. between yourself and your traveling companion.
- Hide a couple of $50 or Euro 50 bills on your person as emergency vacation funds.
- Be wary of strangers approaching you in the street asking for directions or wanting to lend assistance. Tricksters also pose as policemen—either plainclothes or in uniform. Do not hand over your wallet containing money unless you are sure of the person’s credentials.
- Be alert to the possibility of children being used as pickpockets.
- It is not advisable to accept any offer of food or drink from strangers (drinks should not be left unattended in bars/restaurants or nightclubs).
- Use hotel safes or leave items with the front desk manager. Be sure to check them before leaving your hotel.
- In Europe, please pay particular attention to bicycle lanes, which are often on the sidewalk.
- Be wary of anyone approaching or offering unofficial taxi services. Always use the official taxi desk or taxi lines and choose only those vehicles with a meter and taxi sign.
- Always use your own personal awareness, care and attention throughout your vacation in all matters of safety.
**Hotels**

Bathtubs may be higher or of a different design than back home. Pay careful attention when entering or exiting a bathtub as the floor may be lower than the tub. Ask at Reception if you require a non-slip bathmat which most hotels can deliver to your room. Showers and shower equipment may also be unusual (no shower curtains, half screens), and floors may be more wet than you expect. Please be careful when stepping out of the shower or bathtub.

Check fire exits at each hotel and familiarize yourself with the hotel layout upon arrival. Use door locks in your hotel and verify credentials before opening the door to strangers.

**Motorcoach**

Watch stairs and overhead entrances when getting on and off the sightseeing/transfer motorcoach. The doorway may be lower than you think. Always check for traffic when exiting and walking away from the motorcoach and when re-entering. Heavy items, bottles, and odd-sized objects, should not be stored overhead as contents may shift while traveling, and removing heavy items can be tricky. Hand luggage should be placed safely under your seat. Please keep aisles clear of bags to prevent tripping hazards, remain seated while the coach is in motion, and fasten seat belts, where fitted.

Smoking and the consumption of alcohol is not allowed on the motorcoach. Food and drink (except bottled water) should not be consumed on board the coach.

**Photocopies**

Due to government or country regulations and laws, some hotels are required to keep your passport at reception throughout your stay. Therefore, we recommend you bring a photocopy of your passport and visas with you, which you can carry on you at all times. We also suggest you photocopy your airline tickets, credit cards, medical cards (front and back), and perhaps bring a copy of your driver’s license and/or birth certificates. These document copies can help speed up replacements in the event that the originals are lost. Keep the copies in a place separate from your originals. Another suggestion is to scan your passport, airline tickets, and credit card numbers and send them to yourself as attachments to your e-mail. In case of loss, you can access copies to assist in replacement.

Please remember to fill out the “Emergency Next of Kin” section in your passport. Make sure your passport does not expire within six months of your date of travel since a majority of countries insist that your passport be valid for at least a 6-month time period.

**Road Safety**

Please be careful when crossing roads. In Continental Europe, motorists drive on the right. Therefore, look left, look right, look left again! In Britain and Ireland, motorists drive on the LEFT; look right, look left, look right again!

Europe is a myriad of old buildings, pathways, and winding streets with split-levels, steps, and uneven surfaces. Due to the structure of some old buildings, wheelchair access may not be possible, and facilities for the disabled in general may be limited. Many areas are pedestrian only, with steep inclines and cobblestones. Rubber-soled walking shoes are recommended for sightseeing as they generally provide better traction on uneven or wet surfaces and can prevent slipping.

**SIGHTSEEING**

Guided sightseeing is included as per your itinerary description. This has been arranged in such a way as to show you the most important sights of each destination. Sightseeing generally involves a fair amount of walking, and there are steps/steep inclines to climb. If you lead a sedentary life, enjoy walks to improve your physical condition before leaving home. Some sightseeing activities may also require extensive standing and/or sitting.

**MonogramsGo App**

Our complimentary MonogramsGo App, available for your mobile device, keeps you informed and on course before and during your vacation. Find schedules, transfer details, daily itineraries, GPS, and dining and
entertainment options for free time in each destination. More information can be found in your Important Travel Documents, which are available approximately 2-3 weeks prior to your vacation.

**QUESTIONNAIRES & CUSTOMER SURVEYS**

We are sincerely interested in your detailed comments about your vacation. We strive to further improve our product in response to such comments. Near the end of your vacation, a Questionnaire & Customer Survey will be distributed to you or may be sent to you by email on your return. Please take a few minutes to complete and return it to Monograms. Your point of view is essential to us and, by advising us of your travel tastes and interests, you can help us develop trips and customer programs that meet your desires. Responses are not given to service inquiries made on questionnaires. Please refer to the section of the Terms & Conditions on our website for service inquiries.

**Compliments and Complaints**

In the unlikely event you have a complaint on vacation, please address it to your Local Host. He or she will work to resolve your complaint while you are on vacation. Once you are back home, please contact our Traveler Services department with any inquiries. Please do so within 30 days of your return so we may expedite a response. Receiving inquiries more than 30 days after you return home hinder our ability to settle issues. Traveler Services can be reached at:

Group Voyagers Inc.
Attention Traveler Services
5301 South Federal Circle
Littleton, CO 80123.

**TRAVELERS WHO NEED ASSISTANCE**

Any disability requiring special attention should be reported to Monograms prior to traveling. We will make reasonable attempts to accommodate the special needs of disabled travelers but may not always be able to do so. Monograms is not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers. Access to some establishments may not be convenient for wheelchairs, and other facilities for disabled travelers may be limited. Most transportation services, including the sightseeing motorcoach, are not equipped with wheelchair ramps. We regret that we cannot provide individual assistance to a vacation participant for walking, dining, getting on and off motorcoaches and other vehicles, or other personal needs. Please do not rely on the Local Host or Local Guides to assist with walking or maneuvering through the sights, as he/she has other responsibilities to all the travelers within the group. A qualified and physically able companion should always accompany travelers who need such assistance.

Please see the booking Terms & Conditions regarding travelers who need special assistance while on vacation.

**WALKING INFORMATION**

When visiting European historic city centers be prepared for stairs, cobblestones and unpaved, uneven surfaces. Comfortable, sturdy, tried-and-tested walking shoes, those with rubber soles that help grip slippery/uneven surfaces, are recommended for sightseeing. You may want to consider bringing a collapsible walking stick if you have mobility difficulties.

**WEATHER**

Weather in Europe is generally like weather in the United States and Canada – it varies by region, proximity to water, altitude and time of year. Within the country-specific information you will find average temperatures for each country. Europe uses the centigrade temperature scale (also known as the Celsius temperature scale). In the Conversion Tables section of this *Know Before You Go* guide you will find information on how to convert Celsius temperatures to Fahrenheit. Rainfall is measured in centimeters (one inch equals 2.54 cm) and wind speed is measured in kilometers per hour (one mile equals 1.62 kilometers).