

## Treasures of Europe 9 Days

Brussels 1nts, Amsterdam 1nts, Frankfurt 1nts, Engelberg 2nts, Geneva 1nts, Paris 2nts

### Itinerary Brief:

## Ravel in the best of Europe, from sapphire blue Swiss lakes and vibrant Amsterdam to romantic Paris-

### Daywise Itinerary:

#### Day 01 UK - DOVER - CALAIS - MINI EUROPE (OPTIONAL) - BRUSSELS (200KMS FROM CALAIS)

This morning, arrive at your dedicated pick up point where you receive a warm welcome from your tour director and after settling in on the coach you proceed to Dover. Admire the famous white cliffs of Dover after boarding the ferry for the short crossing over to Calais. Upon arrival into Calais, you continue your journey towards Brussels.

#### OR you can join us in Brussels

Meet up with rest of the passengers joining into Europe directly at Brussels. Pick up and transfer from Brussels airport for approximately 15:00hrs. On joining both groups, start your orientation tour includes the Atomium structure (photo stop), an optional visit to the spectacular Mini Europe and later an impressive Grand Place, where you can see the Guild House, Bread House, City Town Hall as well as the world-famous statue of Mannekin Pis. After dinner, you check into the hotel for your overnight stay.

[X] Breakfast [X] Indian Lunch [Y] Indian Dinner



#### Day 02 KEUKENHOF GARDENS OR MADURODAM WITH VOLENDAM - AMSTERDAM (200KMS)

After breakfast, we drive towards The Hague, the political capital of The Netherlands and start by visiting the Keukenhof flower gardens (open only from 23<sup>rd</sup> March to 14<sup>th</sup> May 2023). (Tours not in the Keukenhof dates will instead visit the Madurodam and the village of Volendam, a famous fishing village to view the high raised dykes above the sea. Later visit a demonstration on the art of making wooden shoes at the Clog Factory & a visit to Cheese Farm.) Later we continue to Amsterdam and discover the city in the most novel manner, as you take a canal cruise on the city's intricate water systems, a captivating way to see this city. After dinner, optional walking tour of Amsterdam by night – visiting the Red-Light District and check into the hotel for our overnight stay.

[Y] Breakfast [X] Indian Lunch [Y] Indian Dinner

#### Day 03 COLOGNE - KOBLENZ - RHINE CRUISE - FRANKFURT AREA (480KMS)

Today we drive to Cologne in Germany to visit the magnificent 515 ft tall Gothic Cathedral in Cologne (from outside), before heading towards the beautiful town of Koblenz. We then continue our wonderful drive along the River Rhine and enjoy a Rhine cruise viewing the picturesque perched castles along the Rhine Valley. After disembarking the boat, we continue to the Frankfurt area for dinner and our overnight stay.

[Y] Breakfast [X] Indian Lunch [Y] Indian Dinner

#### Day 04 BLACK FOREST (DRUBBA) - RHINE FALLS - CENTRAL SWITZERLAND AREA (480KMS)

Continue your journey southwards as you drive towards Switzerland through the famous Black Forest region of Southern Germany. Here stop at the Drubba Centre, in the heart of the forest, where you have an opportunity to learn about the origins and manufacturing of the world-famous Cuckoo clocks. You also have an opportunity to purchase these clocks and other souvenirs at specially reduced factory prices. As you drive through the dense forest you cross over the border and arrive at Schaffhausen in Switzerland, to see the picturesque Rhine Falls, Europe's largest plain waterfalls. Leaving Rhine Falls continue to your hotel in the Central Switzerland area.

[Y] Breakfast [Y] Lunch [Y] Indian Dinner

#### Day 05 CENTRAL SWITZERLAND - INTERLAKEN - MT JUNGFRAUJOCH (180KMS)

This morning we take an exciting excursion to Mt. Jungfrauoch, the highest altitude railway station in Europe at 11,133 ft. Marvel at the changes in alpine scenery as our charming cogwheel train

takes us on this unique journey. Experience the magic of the mountains at the Sphinx Terrace, a metal-grate terrace surrounding the Sphinx Observatory building on all sides that provides a stunning 360-degree view of the Great Aletsah Glacier. Also, visit the Ice Palace, where we can see a beautiful display of sculptures made of ice, while being encased in ice if you like. Do not forget to send a postcard to friends and family from Europe's highest post office with its own special postmark. Later descend the mountain and drive to Interlaken, a town between two lakes, popular place with Indian movie directors. After some free time we will have dinner and then return to our hotel for our overnight stay.

[Y] Breakfast [X] Indian Lunch [Y] Indian Dinner



**Day 06 LUCERNE - GSTAAD - GLACIER 3000 - GENEVA (270KM)**

Today after breakfast continue to Lucerne for a brief orientation tour, one of the six most frequently visited cities in the world. See the famous Lion Monument, a memorial for the mercenary soldiers. Enjoy some free time, shopping for the famous Swiss watches and chocolates, or take a stroll across the Kappelbrücke - the world's oldest covered wooden bridge. Later we drive to Gstaad for a High-level experience and visit the famous mountain excursion Glacier 3000 by Cable car and enjoy the fun park, Glacier walk, Ice Express plus other activities. Indian Lunch at Botta restaurant. We continue our drive to Geneva for an orientation tour which includes photo stops at the Place of Nations, the flower clock, the Reformation Monument, the Jet de Eau and the famous Lake Geneva. Dinner and overnight in the Geneva area.

[Y] Breakfast [Y] Indian Lunch [Y] Indian Dinner

**Day 07 GENEVA - PARIS - SEINE CRUISE (550KMS)**

This morning we leave the Swiss Alps towards Paris, driving past the famous wine growing area of Burgundy and its main city of Beaune. Upon arrival in Paris, enjoy a scenic boat cruise along the River Seine. Be enchanted by the many Parisian monuments: Alexander II Bridge, the National Assembly and Paris' own Statue of Liberty. Tonight, enjoy an exciting optional Paris by night tour.

[Y] Breakfast [X] Indian Lunch [Y] Indian Dinner

**Day 08 PARIS CITY TOUR - EIFFEL TOWER - PERFUME MUSEUM (100KMS)**

This morning, check out of the hotel and proceed to visit the top floor of the Eiffel Tower (Subject to availability). In the early afternoon visit the French Perfumery museum. Thereafter continue to the Louvre Museum (entrance not included and time-permitting). If you enter the Louvre museum, you can have the opportunity to see the famous painting of Mona Lisa and many more masterpieces. Later you embark on an orientation tour of Paris, you will drive through and see some of the most famous sights such as the Champs-Elysees street, Place du Concorde, Arc De Triomphe, Louvre museum, Concorde Square and many more historical monuments.

[Y] Breakfast [X] Lunch [Y] Indian Dinner

OR

**Day 08: Optional Disneyland Paris (100kms) This cannot be combined with Paris city tour.**

Today you have a 1-day ticket to either Disneyland Park or Walt Disney Studios Park. Disneyland Paris is Europe's leading tourist destination with world class attractions, shows & parades like Crush's Coaster, Cars Race Rally, The Twilight Zone Tower of Terror, Indiana Jones and the Temple of Peril, Space Mountain: Mission 2, Big Thunder Mountain and many more. Around 6 pm you leave the park to go into Paris for your dinner at an Indian restaurant.

[Y] Breakfast [X] Indian Lunch [Y] Indian Dinner

**Day 09 VERSAILLES GARDENS - CALAIS - DOVER - UK (300KMS TO CALAIS)**

Proceed to Versailles, to visit the magnificent Versailles Gardens, at the Palace of Versailles, the former residence of the famous "Sun King". In the early afternoon, depart for Calais for the ferry crossing to Dover. Upon arrival, you proceed towards your final destination.

[Y] Breakfast [X] Lunch [X] Dinner

**Return with the Happy Memories of the Tour!!!**

**Departures:**

2022 Tour Departures:	
December	24
2023 Tour Departures:	
April	07, 22



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May	06, 20, 27
June	03, 24
July	01, 15, 29
August	12, 26
September	02, 09
November	11
December	23

**Tour Cost:**

**Departures:** 07/04/2023, 06/05/2023, 27/05/2023

**Title:** Ex. London

Passengers	Rates	Sharing
	GBP	
Per Adult	1,450.00	Twin Room
Per Adult	1,450.00	Double Room
Per Adult	1,450.00	Triple Room
Child 2-11 yrs	1,120.00	1st Child(with Bed) when 2 adults paying
Child 2-11 yrs	1,070.00	2nd Child(without Bed) when 2 adults paying
Infant 0-23 Months	250.00	Infant
Per Adult	1,770.00	Single Room

**Departures:** 22/04/2023, 20/05/2023, 03/06/2023, 24/06/2023, 01/07/2023, 15/07/2023, 29/07/2023, 12/08/2023, 26/08/2023, 02/09/2023, 09/09/2023

**Title:** Ex. London

Passengers	Rates	Sharing
	GBP	
Per Adult	1,430.00	Twin Room
Per Adult	1,430.00	Double Room
Per Adult	1,430.00	Triple Room
Child 2-11 yrs	1,100.00	1st Child(with Bed) when 2 adults paying
Child 2-11 yrs	1,050.00	2nd Child(without Bed) when 2 adults paying
Infant 0-23 Months	250.00	Infant
Per Adult	1,750.00	Single Room

**Departures:** 11/11/2023, 23/12/2023

**Title:** Ex. London

Passengers	Rates	Sharing
	GBP	
Per Adult	1,380.00	Twin Room
Per Adult	1,380.00	Double Room
Per Adult	1,380.00	Triple Room
Child 2-11 yrs	1,050.00	1st Child(with Bed) when 2 adults paying
Child 2-11 yrs	1,000.00	2nd Child(without Bed) when 2 adults paying



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Infant 0-23 Months	250.00	Infant
Per Adult	1,700.00	Single Room

**Optional Excursion:**

Sectors	Sight Seeing	Adult	Child	Child	Child	Senior Adult	Currency
Brussels	Mini Europe -Group & FIT	15.00 Age (12-99)	0.00 Age (0-2)	10.00 Age (2-11)	0.00 Age (0-0)	0.00 Age (0-0)	GBP
Paris	Disneyland@Park Paris -(1 Day / 1 Park 2019)	50.00 Age (12-60)	0.00 Age (0-2)	45.00 Age (3-11)	0.00 Age (0-0)	0.00 Age (0-0)	GBP

**Travel Mode:**

From	Via	To	By
UK	Dover	Calais	Coach / Ferry
Calais	Brussels	Amsterdam	Coach
Amsterdam	Cologne	Frankfurt	Coach
Frankfurt	Central Switzerland	Paris	Coach
Paris	Calais	Dover - UK	Coach / Ferry

**Pick Up / Drop Off Points:**

**Currency :**

Pick Up / Drop Off	Location	Pick Up Time	Drop Off Time	Pick Up Charges	Drop Off Charges	Return Charges
Pick Up / Drop off / Return	Birmingham (UK) Europe Coach Tours	03:00hrs GMT (UK Time)	01:45 +1 GMT (UK Time) Approx	20.00	20.00	35.00
Pick Up / Drop off / Return	Coventry (UK) Europe Coach Tour	03:30hrs GMT (UK Time)	01:00 +1 GMT (UK Time) Approx	15.00	15.00	20.00
Pick Up / Drop off / Return	Leicester (UK) (Europe Coach Tour)	04:00hrs GMT (UK Time)	01:00 +1 GMT (UK Time) Approx	15.00	20.00	0.00
Pick Up / Drop off / Return	Northampton (UK) Europe Coach Tour	04:30hrs GMT (UK Time)	00:00hrs +1 GMT (UK Time) Approx	10.00	15.00	0.00
Pick Up / Drop off / Return	Milton Keynes (UK) Europe Coach Tour	05:00hrs GMT (UK Time)	23:30hrs GMT (UK Time) Approx	10.00	10.00	15.00
Pick Up /	Luton (UK) Europe	05:45hrs GMT (UK)	23:00hrs GMT (UK)	10.00	10.00	15.00





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Drop off / Return	Coach Tour	Time)	Time) Approx			
Pick Up / Drop off / Return	London – North West (UK) UK Coach Tour	07:00hrs GMT (UK Time)	20:45hrs GMT (UK Time) Approx	0.00	0.00	0.00
Pick Up / Drop off / Return	London – North (UK) Europe Coach Tour	07:30hrs GMT (UK Time)	21:30hrs GMT (UK Time) Approx	0.00	0.00	0.00
Pick Up / Drop off / Return	London – East (UK) Europe Coach Tour	08:00hrs GMT (UK Time)	20:30hrs GMT (UK Time) Approx	0.00	0.00	0.00
Pick Up / Drop off / Return	Maidstone (UK)	08:45hrs GMT (UK Time)	20:00hrs GMT (UK Time) Approx	0.00	0.00	0.00
Pick Up / Drop off / Return	Dover (UK)	09:30hrs GMT (UK Time)	19:00hrs GMT (UK Time) Approx	0.00	0.00	0.00
Drop off	Calais (France)	14:00hrs GMT+1 (Europe Time) TBC	17:00hrs GMT+1 (Europe Time) TBC (Approx)	0.00	0.00	0.00
Pick Up	Brussels (Belgium) Europe Coach Tours	16:00hrs GMT+1 (Europe Time) TBC	N/A	0.00	0.00	0.00
Drop off	Paris – Versailles (France)	N/A	12:00hrs GMT+1 (Europe Time) TBC	0.00	0.00	0.00

**Inclusions:**

- \* All nights in 3\* / 4\* star hotels with breakfast
- \* Meal plans as indicated in the itinerary
- \* Return ferry crossing from Dover to Calais
- \* Executive coach transportation
- \* Entrances to sightseeing's and excursions as per the itinerary
- \* Only Driver Tips included
- \* Premium services of Bi-lingual Tour Director / Escort / Leader / Manager (when minimum numbers of passengers reached)

**Exclusions:**

- \* Travel insurance
- \* Visa charges





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- 
- \* Items of personal nature viz. telephone calls, drinks (beverages), laundry, other meals, porter service, other personal expenses, etc..
  - \* Any cost of beverages, alcohols with the set meals.
  - \* Other services not listed in inclusive item & the itinerary

**Cancellation Policy:**

- \* More than 28 days prior to departure date 30% of Total Holiday Cost for Coach Tours
- \* 27 - 14 days prior to departure date 75% of Total Holiday Cost for Coach Tours
- \* 13 - 0 days prior to departure date 100% of Total Holiday Cost for Coach Tours



**Services:**

**Optional Excursions costs**

**Mini Europe (payable in advance at the time of booking)**

Mini-Europe is a miniature park located in Bruparck at the foot of the Atomium in Brussels, Belgium. It has reproductions of monuments of Europe on show at a scale of 1:25. Roughly 80 cities and 350 buildings. The park contains live action models such as trains, mills, an erupting Mount Vesuvius, and cable cars. Duration: approx. 60 minutes

**Adult (12+ years) £15**

**Child (2-11 years) £10**

**Amsterdam by night: (Walking Tour) Old Amsterdam Town & Red-Light District (payable to tour manager)**

The tour starts from Damrak. You will take a walking tour of Amsterdam's famous Wallen, the Red-Light district. You will walk along the canals and see some old monuments. Duration: approx. 45 minutes

**Adult (12+ years) €20**

**Child (2-11 years) FREE**

**Trümmelbach Water falls - (Lauterbrunnen / Switzerland) (payable to tour manager)**

The Trümmelbach Falls in Switzerland are a series of ten glacier-waterfalls inside the mountain made accessible by tunnel-lift and illuminated. Ten glacial waterfalls inside the mountain, made accessible by tunnel lift, the Trümmelbach waterfalls are truly unique in Europe. Trümmelbach alone drains the enormous glacial walls of the Eiger (3970m), Mönch (4099m) and Jungfrau (4158m) with up to a spectacular 20,000 litres of water per second. Duration: 60 minutes

**Adult (12+ years) €15**

**Child (2-11 years) €10**

**Boat Ride at Rhine Falls - (Schaffhausen / Switzerland) (payable to tour manager)**

After the visit to the Falls take a boat ride to experience the falls even closer. Duration: 30 minutes.

**Adult (12+ years) €10**

**Child (2-11 years) €5**

**Paris by night (payable to tour manager)**

This tour is conducted on coach after sunset. Main highlight of the tour is the illumination of Eiffel Tower, Arc De Triomphe, Champse Elysee, Opera House, Place De Concorde, Louvre Museum and many more sights. This tour will include a minimum of 3 photo stops. Duration: approx. 90 minutes

**Adult (12+ years) €20**

**Child (2-11 years) FREE**

**Lido De Paris Cabaret Show with transfers: (payable to tour manager)**

Champagne Show 11pm with ½ bottle of champagne. Lido is the place to dream! This world-famous cabaret shows with the pulsating liveliness of the Champs-Elysees and world class experience of the spectacular show. The capital comes alive on the world's most beautiful avenue.

**Adult (12+ years) €115**

**Child (2-11 years) €25**

**Notes to Optional Excursions:**

- Optional excursion is only offered if time permitting and minimum numbers of travellers opt for it along with the feasibility. This additional excursion is not compulsory.
- Optional excursions cost covers the extra hours for the Tour Manager and the Coach driver plus any additional cost to cover coach costs (fuel, road tolls, parking etc.) and any entrances charges if included.
- Some of the Optional Excursions can only be booked on the tour with the Tour Manager (subject to availability) on CASH payment & some tours pre-paid at the time of booking with Sona Tours office. (Kindly Check with our Sales consultant at the time of booking)
- The Duration of the tour is subject to change depending on the traffic and distance of travel from the city hotel.
- Night City tours are based on Minimum 15 Adults (subject to change) and booked on the discretion of the tour manager on the day of the tour.
- Terms & conditions apply.

**Important Notes:**

The distances mentioned on the itinerary are approximate travelling in coach per day.

This tour can also be conducted for private groups based on minimum 15 passengers. For further enquiry please contact the office.



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## Terms & Conditions :

\* Please refer to the full Terms and Conditions on our website

## FAQ :

### Can I join the tour from any part of the world?

**A:** Yes, you can join this tour in Brussels (Belgium). Please check the pick up points "Tab" or kindly contact office for more details.

### Altitude

#### Q. What is the highest altitude on this tour?

**A:** The highest altitude we will be travelling to is at 11,360' ft / 3,463 meters above Sea level at Mt Jungfrauouch, the highest altitude railway station. You should only make trips to high altitudes if you feel healthy. The following recommendations apply:

Advanced age is no barrier to high altitude. For blood pressure patients who are well controlled with medication, the altitude is not a concern. Asthmatics can travel to high altitudes without any problems. High-altitude air is less polluted with particles that can cause an asthma attack. Epileptics who are well controlled with medication should be able to negotiate the altitude.

**Pregnant women:** There may be a certain risk for pregnancy even without pre-existing diseases over 2500-3000 meters. Caution is therefore advised if in doubt, please consult your doctor in advance.

**Infants:** Short-term stays at the mountain tops are unproblematic. Infants and young children are often unable to equalise pressure during descent and are therefore increasingly at risk of ear irritation. Regular swallowing (drinking, sucking on a bottle) during the descent can prevent the occurrence of irritation.

Because children can chill faster than adults, always pay attention to sufficient protection from the cold at high altitude. Sunglasses and a good sunscreen are necessary on the glaciers!

#### High altitude visits not recommended for:

Lung and heart patients who are already short of breath while at rest or when climbing stairs are advised not to stay at high altitude. Patients with angina pectoris or severely impaired performance with heart enlargement and heart failure should not visit high altitude. Coronary artery disease (angina pectoris) and heart enlargement with medical therapy should not visit high altitude. Patients with a pronounced risk profile for cardiovascular disease (smoker + high blood pressure + diabetes + high blood fats + overweight + occasional chest pain) should consult the doctor before visiting high altitude.

Do not stay at high altitude after having striated muscles or a stroke.

### Weather & Essential to carry

#### Q. How can I check the local weather?

**A:** You can check the local weather to your destinations here: [www.accuweather.com](http://www.accuweather.com)

#### Q. What is the best time to travel?

**A:** Every effort has been made to select date where the weather is moderate to ensure your best experience of Europe. (Kindly note due to changing weather conditions globally, Sonatours is not liable for weather variations).

#### Q. What clothes shall I wear or pack?

**A:** During the lovely summer months, it is advisable to wear light garments during the day but keep a light jacket or sweater in your hand luggage as evenings can get chilly.

**A:** It is recommended a family sized umbrella, rain wear, pair of sunglasses.

**A:** During the holiday most of the dressing is casual attire. Should you independently wish to visit Casino or Nightclub, evening wear is required.

#### Q. What kind of footwear will I need on the trip?

**A:** We suggest trainers, walking shoes, sandals, chappals or similar.

### Passport; Immigration & Visa

#### Q. Do I need to carry a passport?

**A:** Yes, all passengers must travel with their passport if traveling outside the country you live in.

We request you to see the following websites for the latest updates on travel to your destinations.

For UK Residents: [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

For USA Resident: [travel.state.gov](http://travel.state.gov)

#### Q. How long should the passport be valid?

**A:** Please ensure you have a passport that is valid for at least 6 months from the date of completing your tour.

#### Q. What are the Visa Requirements?

**A:** You are responsible to make sure that you have correct visa prior to travel.







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**British passport holders:** Do **NOT** require a visa to travel to Europe countries (visa updates to follow), or contact the office.

**Non British passport holders:** Please do check with the relevant Embassy in your country of residence

Sonatours is not responsible or liable in any way should you be denied travel due to incorrect documentation.

**Q. What happens to me if I am stopped at custom and immigration?**

**A:** Sonatours cannot be held responsible if passengers are stopped or held by any government departments, e.g. Police, Customs, Immigration or any other authorities. We are sorry to say that the tour will continue and no financial or any other kind of responsibility will be accepted by Sonatours.

**Money Matters**

**Q. What is the currency used?**

**A:** The Countries you are travelling are Belgium, France, Germany, Netherland & Switzerland. In most of Western Europe countries, the currency used is Euro (€) . When travelling to Switzerland, currency used is Swiss Francs (CHF).

**Q. Can I use my Credit / Debit cards there?**

**A:** We recommend that you take a credit or debit card on holiday with you, as it provides extra financial flexibility. Major international credit cards are accepted by many restaurants, shops and hotels. Most countries are using chip and pin. In cases where chip and pin not used please be cautious when handing your debit / credit card.

**Q. Are ATM machines available?**

**A:** Major cities will have cash/ATM machines where cash can be withdrawn with your credit or debit card, though this might incur a fee charged by your card provider. Advise your bank which countries you are visiting prior to travel so that you don't run the risk of your card being refused and subsequent expensive phone calls to unlock it.

**Q. Where can I exchange my money?**

**A:** Money can be exchanged at Airports, Banks, Exchange Bureaus and at the hotels. You may also need your passport for identification as you would for traveller's cheques, keep in mind the exchange rate may be poor and commission will be charged.

**Health (Medication); Welfare & Travel Insurance**

**Q. Should I bring all my medication with me?**

**A:** Please travel with all your necessary medication for the duration of your trip including your prescription / doctors report confirming the medication.

**Q. Do I need to declare any special medical condition and requirements prior to booking the tour?**

**A:** Should you have pre - existing medical conditions or requirements (e.g. oxygen during flight or sleeping, colostomy bags, etc). Kindly advise the office at the time of booking.

**Q. What happens if I am unwell during the tour?**

**A:** Should you feel unwell during the trip, kindly contact the Hotel Reception, Tour Manager or your Local Guide. We regret that no refunds can be made for absences from a trip, including experiences such as missed meals or sightseeing. Strongly recommend to have personal travel insurance to cover these mishaps.

**Q. What happens if an accident occurs while on the tour?**

**A:** Should you be involved in an accident (minor or major), please contact your Tour Manager / Local Guide. Unfortunately, no refunds can be made for absences from a trip, including experiences such as missed meals or sightseeing.

**Q. What should I do if there is an incident?**

**A:** Sonatours make every effort to keep your health and safety in mind. However, should an unforeseen incident occur please contact your tour manager / local guide / hotel reception for immediate assistance.

**Q. What happens if I have lost or left something in the hotel?**

**A:** Every effort is made for your safety. Please note that you are responsible for looking after your valuables and property when on vacation. If an item has been left in a hotel you will need to call the hotel and arrange with them directly for the return of your item, there might be charges involved.

**A:** You are always advised not to carry unnecessary valuables and to be vigilant as tourist spots are well known targets for pickpockets. In case of theft you will need to advise your Tour Director immediately and report the theft to the nearest police personnel who will provide you with a police report or crime reference number. You are always advised not to carry unnecessary valuables and to be vigilant as tourist spots are well known targets for pickpockets.

**Q. Do I need travel insurance?**

**A:** We strongly recommend you travel with Travel and Medical Insurance from your country of residence. Kindly ensure you get the correct insurance for the tour.

**Q. Can Sonatours provide travel insurance?**

**A:** There are various travel insurance providers in the market, however Sonatours does not provide Travel Insurance.



## Accommodation & Transport

### Q. How are rooms allocated?

**A:** Each hotel checks their bookings and room inventory in the morning and pre-assigned the rooms. Sonatours have no control over room allocations.

### Q. Can you guarantee rooms together?

**A:** Room allocation is done by the hotels. Rooms together only be requested but not guaranteed. We also recommend that children or family members not sharing a room have separate luggage, as rooms cannot be guaranteed adjoining or nearby.

### Q. What facilities are there in the room?

**A:** Facilities vary from Hotel to Hotel and include en-suite bathrooms, generally TV, safe box, telephone, mini bar, room service (use of some of the services are chargeable and to be settled by yourself at the time of checkout). Hotels may require your credit card to cover your extras or cash deposits.

**A:** Average hotel room sizes will be as per European Standards and varies from hotel to hotel and also within the same hotel.

### Q. Will the room have walk in shower?

**A:** Not all hotel rooms have walking showers.

### Q. Does my room have Tea & Coffee making facilities?

**A:** Please note that not all hotels provide tea/coffee in the room. If hot water is required, kindly request the hotel reception for assistance.

### Q. Is smoking allowed in the hotels / rooms?

**A:** Most hotels do not allow smoking in the rooms. However, designated smoking areas are provided. Please check with the hotel reception.

### Q. Is WIFI freely available?

**A:** Most hotels will have WIFI available in the public areas. Please check with hotel reception for WIFI information in the the rooms.

### Q. Do all rooms have air-condition?

**A:** Most hotels in Europe do have air-conditioners or fans except places like Switzerland where hotels do not have such facilities.

### Q. Will all hotels have lifts?

**A:** Most of the hotels in Europe will have lifts. However, at some places Heritage Hotels or resorts are used. In such cases lifts cannot be guaranteed.

### Q. Pick up point - What time do I need to be at my point?

**A:** Coach Tour Pickup: It is imperative that you are at the pick-up point at least 15 minutes before the coach departure time. Also, for those who are arriving at the pick-up via taxi, we recommend that you book the taxi in advance. In the event that you miss the pick-up at the appointed time, you would need to get to the next destination on your itinerary at your expense. We will not be able to provide any refunds in any circumstances if you do not continue with the tour. Please see Europe pick up points at "Tab".

### Q. What type of coach will I be travelling in?

**A:** We use the finest fleet of fuel-efficient coaches. Most coaches will have armrests & are fully air-conditioned or air-cooled – all with reclining seats. Most coaches do come with emergency WC facilities. However, frequent comfort stops are made for your convenience.

### Q. Can I select my seats on the coach?

**A:** Yes, you have the option to select the seat number when making a booking with an additional cost and provided there is availability. You will have the opportunity to have a different seat as the coach will vary. However, the management reserves the right to change the seat numbers.

### Q. What is the smoking and alcohol policy while travelling by coach?

**A:** There is a strict policy of "no smoking, no alcohol and no smelly food" on all our coaches. We do, however, make plenty of comfort stops.

### Q. What are the luggage requirements on the Coach?

**A:** In the coach once you arrive at your first destination, maximum weight allowed for luggage of each passenger occupying a seat is 20 kg. Please make sure that you can carry your luggage from the coach to your rooms as porter service is not provided on the holidays.

**A:** It is advisable to put your name and address on each piece of luggage as many passengers have similar bags to avoid delays and confusion. Should there be any reasons your baggage or personal valuable is lost or stolen, you must report it to the tour guide, or in the absence of a tour guide to the local police or hotel. Sonatours cannot accept any responsibility for your personal belongings.

## Food Matters

### Q. What meal options are available to me while on tour?

**A:** Sonatours can cater for a range of Asian Vegetarian (e.g. Jain, Swaminarayan) as well as Asian Non-Vegetarian (Halal). Kindly advise your meal preference/allergies at the time of your booking. In areas where Indian is not available local cuisine will be provided.

**Q. Where will I have my daily meals?**

**A:** On all tours breakfast is at the hotel and dinners is at various restaurants or hotels.

**Q. Should I carry dry snacks?**

**A:** Dry snacks can be carried, provided they are pre-packed, and all the ingredients are clearly listed on the packaging.

**Q. Is specific child meals or baby food available during the tour?**

**A:** Sonatours do not provide specific child meals during the Tour. As dietary requirements vary for every individual infant / child, please carry your baby's food. However, there will be no reduction in rates for meals.

**Q. What is the cost of a local meal?**

**A:** On an average local meal costs about £15-£20 per person per meal. This estimated price varies from city to city and country to country.

**Miscellaneous**

**Q. Will I travel with people from other countries?**

**A:** Sonatours have offices in Kenya, India, USA and UK. The beauty of taking a guided holiday with us is you'll have the opportunity to meet and travel with people from all over the globe.

**Q. Is there a tour director on the tour?**

**A:** Escorted tours are accompanied by professional tour director or/and local guides throughout the tour. A number of itineraries include flights, rail journeys or cruises; Tour Director may not accompany during these journeys.

In such situations, your Tour Director will meet you on arrival at your first destination. It may be necessary that your Tour Director may change whilst on tour; this is usually due to operational reasons or utilizing local guides for their wealth of experience.

Please ensure you provide your mobile number that you will be carrying with you while on the tour when making the booking. This facilities the tour director to contact you should the needs arise while on the tour.

If minimum number of passengers has not been achieved, we will have a local guide. Sonatours provides services of local tour guides to make sure you will get an unforgettable experience.

**Q. How many people will be on my trip?**

**A:** Average group size are between 15 to 50 passengers but it may vary from departures to departures.

**Q. Do you facilitate clients with disability?**

**A:** Sonatours does not provide special tours for the disabled. Our coaches do not have wheelchair excess. It is possible to bring along a folding type wheelchair which may be kept in the baggage hold of the coach. The driver will load and unload the wheelchair from the coach for the passenger however they will need to be physically fit enough to be able to embark and disembark the coach on their own. On the tour it is also essential that a capable person is accompanying such a passenger on the tour to push their wheelchair.

**Q. Can I travel with my child or infant?**

**A:** Sonatours welcomes children and infants. The rates for children and infants for all the tours are available in the brochure and on the website. If your child requires a booster/child seat, please carry one.

**Q. Can I carry buggies and car seat during the tour?**

**A:** Yes, you can carry foldable buggies and if your child requires a booster/child seat, please carry your own.

**Q. Are tips included?**

**A:** On all our group tours, only tips for the driver are included. However, should you wish to tip separately to driver and tour manager, you are welcome to do so at your discretion.

**Q. When does my day start?**

**A:** The day usually starts between 8 & 9am. Further instructions you will be given the night before. However, this may differ depending on the activity of the day or when having an early flight.

**Q. How much walking is involved per day for the duration of the tour?**

**A:** This tour involves certain amount of walking per day. In your tour approximate walking is 4-5hrs (approx) per day however, the walking is not all at one time.

**Q. Will I have free time?**

**A:** Each itinerary offers the perfect balance of downtime and discoveries. We also give you the opportunity to tailor your trip with optional experiences. If you decide to venture on your own during your free time, preferably you go in a group, keep the guide contact and the hotel address handy. Please do inform the tour director. We recommend you download an offline map too.

**Q. Do I need to get a local SIM card?**

**A:** Usually it is not necessary, should you require one kindly speak to your Tour manager/Local guide for assistance



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Email: info@sonatours.co.uk

**Q. Should I bring any electric outlet adapter and charger for my electronics?**

**A:** Electrical currents vary Globally. We recommend that you carry a universal adapter and your electronic charges for your convenience and comfort.

**Europe:** Electricity supply is between 220 and 240 volts. Travel adaptor is type C, the plug which has two round pins.

**AddOns Optional 1**

**London Express 3 days**

London 2nts

**Daywise Itinerary:**

**Day 01**

**LONDON HEATHROW AIRPORT - HOTEL**

Arrive at London Heathrow Airport and you will be met by our representative at the arrivals hall. Later you will be transferred to your hotel. Check in hotel will be from 14:00hrs. The rest of the day will be free to explore the local surroundings on your own.

**[X]Breakfast [X] Lunch [X] Dinner**

**Day 02**

**FULL DAY LONDON SIGHTSEEING - MADAME TUSSAUDS - LONDON EYE**

Today post breakfast depart for a full day, orientation, city tour where you will see Swaminarayan Temple, Westminster Abbey, Tower of London and Buckingham Palace, Big Ben, Trafalgar Square, Piccadilly Circus, & The Houses of Parliament. Later you will visit Madame Tussauds museum where you will have the opportunity to see some of the many famous icons and take photos. Continue your tour and experience the Coca-Cola London Eye in one of the 32 high-tech glass capsules to give you an ever-changing perspective of London. In the evening return to your hotel after dinner.

**[Y]Breakfast [X] Lunch [Y] Indian Dinner**

**Day 03**

**HOTEL - CONTINUE WITH YOUR TOUR ONWARDS - OR LONDON HEATHROW AIRPORT**

After breakfast check-out of the hotel by 11:00hrs, you have some free time depending on your flight. Transfer to Heathrow airport. If, however you are connecting to a European tour then you may be provided with a packed breakfast in the morning and will also be picked up by your touring coach.

**[Y]Breakfast [X] Lunch [X] Dinner**

**Return with the Happy Memories of the Tour!!!**





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**Accommodation:**

City	Nights	Hotels	Hotel Rating
London	2nts	Kingsland Hotel or Similar	3 Star

**Tour Cost:**

**Inclusions:**

- \* All nights in 3\* / 4\* star hotels with breakfast
- \* Meal plans as indicated in the itinerary
- \* Executive coach transportation
- \* Only Driver Tips included
- \* Entrances to sightseeing's and excursions as per the itinerary
- \* Premium services of Bi-lingual Tour Director / Escort / Leader / Manager (when minimum numbers of passengers reached)

**Exclusions:**

- \* Items of personal nature viz. telephone calls, drinks (beverages), laundry, other meals, potter service, other personal expenses, etc..
- \* Visa charges
- \* Any cost of beverages, alcohols with the set meals.
- \* Travel insurance
- \* Other services not listed in inclusive item & the itinerary

