European Experience

Tour start & end points

Start point:

Start in:	Pick-up Location:	Pickup Address:	Time:
London	Outside Hotel Novotel at Greenwich Station	173-185 Greenwich High Road, SE10 8JA London	06:30 hrs
London	Hotel Lobby, Holiday Inn Express, Greenwich	85 Bugsby Way, Greenwich, SE10 0GD London	07:00 hrs

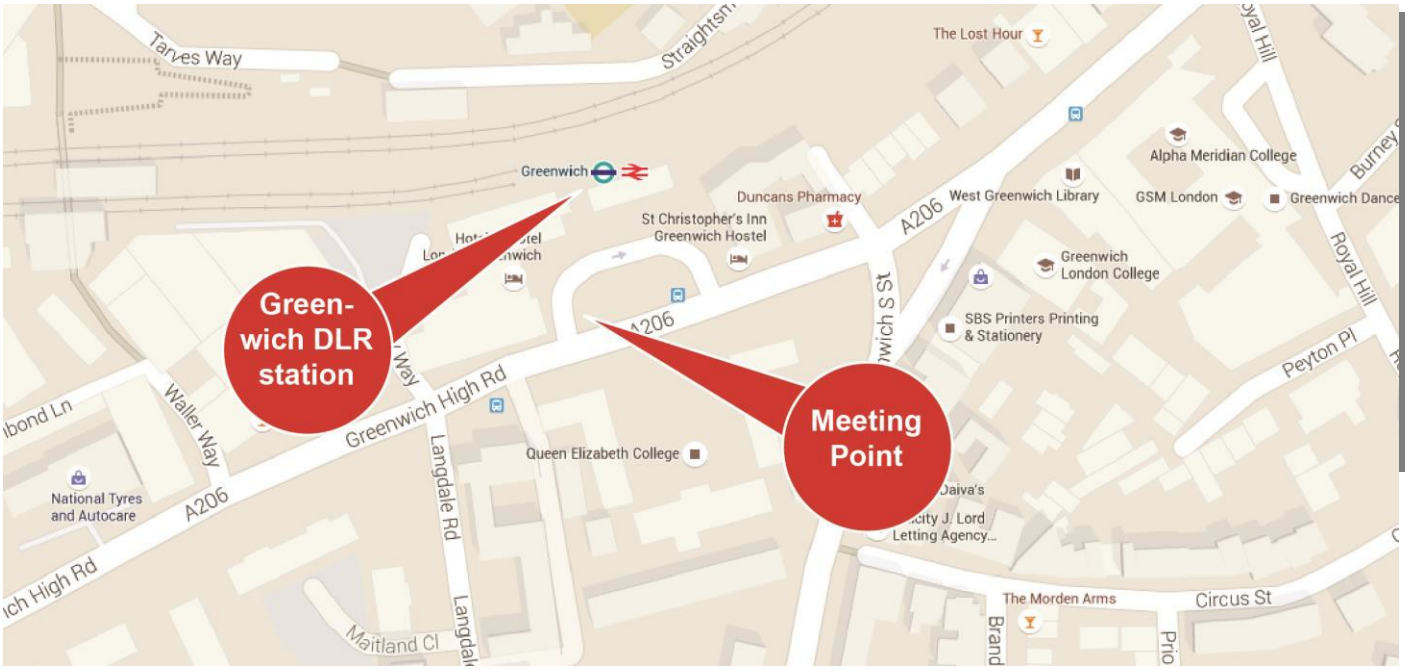
Before the tour starts we require travelers to check-in at one of our pre-selected pickup points.

End point:

End in:	Drop-off Location:	Pickup Address:	Time:
London	Greenwich Train Station	173-185 Greenwich High Road, SE10 8JA London	18:30 hrs – 21:30 hrs

Before the tour starts, we require travellers to check-in at one of our pre-selected pickup points

Pick-up points details



Option 1: Outside Greenwich DLR station

Our main pick up point is outside Greenwich Train Station. The meeting time is 06:30 hours. Greenwich station serves National Rail services, as well as the DLR (Docklands Light Railway), which is connected with the London Underground (tube) system. Please use Transport for London's Journey Planner to plan your journey.

Option 2: Hotel Lobby, Holiday Inn, Greenwich

This hotel serves as the 2nd meeting point - the coach will pick up outside the hotel at between 07:00 - 07:15 hours (traffic dependent). If you are meeting the tour here please ensure you have notified us.

In case of emergencies

You will be emailed your tour leaders name and contact number approximately one week prior to the tour start date. It is important you keep a record of this so that you can contact your tour leader if you have any issues meeting up with the tour.

You can also contact Happy Tours:

For tours originating in United Kingdom & Ireland	For tours originating in continental Europe
HAPPY TOURS - United Kingdom Athelney House, 161-165 Greenwich High Road, London SE10 8JA, United Kingdom	HAPPY TOURS - Slovenia Breznikova ulica 15, 1230 Domžale, Slovenia
tel: +44-20-3813-4997	tel: +386 (0)59078200
gt@happytours.eu	gt@happytours.eu
For all emergency please contact Tel: +44 (0)7968 635 866	For all emergency please contact Tel: +386 (0)40 861 172
The above numbers are intended for emergency calls only. We respectfully request that you consider the urgency of your enquiry. Non-urgent enquiries should be made during office hours. Please be considerate of time zones. Should you have any general queries before the tour starts you can contact Happy Tours on +386 (0)590 78 200 between the hours of 09:00 hrs and 17:00 hrs GMT.	

Before you leave home

Travel Documents

Before you embark on your tour it is advisable to check your visa requirements. There are numerous visa service websites available, but the most correct information will always be available from the relevant countries' embassy website.

It is also highly recommended you visit your home country's foreign office website for the most up to date information your country is issuing about travelling abroad.

Your Passport

This should be valid for at least six months after you have returned home from your trip. You should also have several blank pages as visas and entry/exit stamps can take up a whole page.

Before starting your tour, it is very important to take 2 photocopies of the information pages of your passport (including visas for your tour, if applicable) and your travel insurance policy. Keep both sets with you (for example, one in your hand luggage and one in your main luggage).

Your passport is your most valuable document when travelling. NEVER leave your passport unsecure; if you leave it in your luggage, make sure your luggage is secure. In cities, we suggest that you leave your passport in the hotel safe where available, and carry a photocopy of it as identification. Sometimes there may be a small charge to use the hotel safe. Happy Tours accepts no responsibility for money, passports or other valuables left in safe deposit boxes in our hotels or vehicles. If you do use the hotel safe, please do not forget to take it with you on the departure day.

In some countries you will need to show your passport at police or border controls, when checking into hotels, changing money etc. If you lose your passport you must report it at once to your tour leader, the local police and the nearest embassy or consulate of your home country. Please remember that if your passport is lost, it can sometimes take weeks to replace. You will also be responsible for any expenses incurred (e.g. extra accommodation and transportation) while replacing your passport and will not be entitled for a refund of any unused portion of your tour.

Booking confirmation

Once you have booked your tour you will be issued with a confirmation invoice from Happy Tours or your travel consultant. Please ensure that all of the services (including any extra accommodation or transfers) for which you have paid are shown and that all names have been spelt correctly. Our staff can only provide the services detailed on your travel documents.

Make sure you have read the "*Tour Start & End Points*" - this will give you information about where and when to meet your coach on the departure day of the main tour.

Travel insurance

All passengers travelling on a Happy Tours tour are required to have valid travel insurance cover, and you are responsible for arranging your own insurance. Passengers and their personal property travel with Happy Tours solely at their own risk. A suitable insurance policy should provide adequate cover for medical expenses arising through illness or accident prior to or during the holiday, and loss of holiday monies through cancellation or curtailment of the holiday or other insurable reasons. Clients should ensure that there are no exclusion clauses limiting protection for the type of activities in their tour. When on tour, ensure you keep personal belongings on you at all times and that your suitcase/backpack has a lock on it, especially in tourist areas. It may be advisable to wear a money belt to store money, credit cards and passport.

For a relatively small price, travel insurance provides you with the peace of mind so that you can enjoy your tour without any worries. To receive a quote from one of an insurance partners contact gt@happytours.eu.

Europe sim cards

If you wish to keep in touch with your friends and family throughout the tour, ask your agent or send us an email to gt@happytours.eu if you request a sim card and we can arrange and bring it to you at departure of the tour.

Visas

Visa and passport requirements. Please click here for full information on visas, and specific advice for your tour. It is your responsibility to ensure that you have all necessary visas for your travels, so please check carefully to ensure you have the relevant documentation.

Europe can be split into two broad categories for visa purposes:

SCHENGEN STATES:		NON-SCHENGEN STATES:
Austria	Liechtenstein	Bosnia & Herzegovina
Belgium	Lithuania	Croatia
Czech Republic	Luxembourg	Ireland
Denmark	Netherlands	Montenegro
Estonia	Poland	Russia
Finland	Slovakia	Serbia
France	Slovenia	United Kingdom
Germany	Spain	
Greece	Sweden	
Hungary	Switzerland	
Italy		
Latvia		

Certain nationalities will require a visa to enter a Schengen state. If applicable, you will need to apply for your Schengen visa at a specific embassy, which will cover you for entry into all the Schengen countries visited on your tour. On certain itineraries, you will need to ensure you apply for a multi-entry Schengen visa.

If you are travelling on a tour that visits a non-Schengen country, please visit the website of your local embassy to confirm if you require a visa.

Should you require a visa(s), Happy Tours can provide you with visa support documents to assist in your application process, but ONLY once you have paid for the tour in full. The documents include an e-ticket, accommodation list and a letter to the embassy confirming your booking on our tour. Please email gt@happytours.eu if you require these documents as they are only sent to you upon request. Please allow up to 10 working days to receive the documents.

Money & budgeting

Our various tours visit more than 30 different countries across Europe. Many use the Euro ((EUR)), however there are exceptions that you may visit on your tour, depending on your particular itinerary:

EUROPEAN CURENCIES	
Austria – EURO (EUR)	Lithuania – EURO (EUR)
Belgium – EURO (EUR)	Luxembourg – EURO (EUR)
Bosnia & Herzegovina – CONVERTIBLE MARK(BAM)	Monaco – EURO (EUR)
Croatia – KUNA (HRK)	Montenegro – EURO (EUR)
Czech Republic – CZECH KORUNA (CZK)	Netherlands – EURO (EUR)
Denmark – DANISH KRONE (DKK)	Poland – ZLOTY (PLN)
Estonia – EURO (EUR)	Portugal – EURO (EUR)
Finland – EURO (EUR)	Russia – RUSSIAN RUBLE (RUB)
France – EURO (EUR)	Serbia – SERBIAN DINAR (RSD)
Germany – EURO (EUR)	Slovakia – EURO (EUR)
Greece – EURO (EUR)	Slovenia – EURO (EUR)
Hungary – FORINT (HUF)	Spain – EURO (EUR)
Ireland – EURO (EUR)	Sweden – SWEDISH KRONA (SEK)
Italy – EURO (EUR)	Switzerland – SWISS FRANK (CHF)
Latvia – EURO (EUR)	United Kingdom – POUND STERLING (GBP)
Liechtenstein – SWISS FRANC (CHF)	

Most facilities will accept credit/debit cards, however we do not recommend that you solely rely on cards as there will be times when a computer is down, the machine has run out of money or some other problem arises and cash is not available! It is therefore advisable to always have a small amount of cash on-hand for emergencies.

It is usually possible to exchange money into the local currency after arriving in the country - your tour leader will be happy to assist you when arriving in a country that requires a new currency, but the easiest way is to make a withdrawal from a local cash machine. By withdrawing from an ATM you will also usually get a much better exchange rate than at a foreign exchange shop/kiosk.

We do not recommend carrying large amounts of cash with you. Most of our accommodation has cash machines nearby where you will be able to draw money using your debit/credit card. Please also make sure that your card issuer is aware that you will be travelling in foreign countries, or you may be unable to withdraw cash.

Spending money and budgeting

It is impossible to say exactly what you will need during your tour. Please refer to the tour itinerary for full details of what activities are included, which meals are included and what is excluded.

We would recommend budgeting (EUR) 25-(EUR) 40 per day (this excludes optional excursions) and this will vary depending on how much you wish to spend on snacks, drinks, souvenirs, optional excursions etc.

The recommended spending money should cover meals (most lunches and some dinners not provided in your itinerary), drinks, snacks, entrance fees, souvenirs and local transport for free days. To help you budget, please see our optional excursions. The amount you will actually spend obviously depends on personal taste and budget but we recommend that you bring along a little more than you think you will need to cover emergencies or unexpected must-have souvenirs.

Many museums and tourist sites in Europe offer free or discounted entrance to those in possession of a valid International Student Card.

Local transport

You will have free time to explore independently and this may involve local transport costs. If you prefer to use taxis to buses or metro systems, it will work out a little more expensive. Your tour leader will give you helpful tips and advise you on how to get around during your free time.

Tipping

Whilst we fully understand that some nationalities are not accustomed to tipping, this is a normal part of culture in European countries. Tipping has become an increasingly accepted practice in all areas of the service industry, but particularly in restaurants, bars and taxis worldwide.

Happy Tours has included local guides to enhance your local experience in some of the countries that you'll visit. Tipping these local guides at the end of walking tours and excursions is always appreciated, but not expected.

Your Happy Tours crew will be travelling with you from just a few days, up to a few weeks, and you'll soon become great friends. Happy Tours crew members will transform your trip experience from good to exceptional, and where this is the case a tip (even a modest one!) is always hugely appreciated. It is sometimes easy to forget that they work hard to ensure that you have your once in a lifetime experience. If you feel that your Happy Tours crew have done a good job, and you would like to tip them, this would be highly appreciated. We suggest approximately (EUR) 2-(EUR) 4 per day per person travelling for your crew. Tipping is entirely voluntary and the above rate is offered as a suggested guide only.

Flights

International flights are not included in the tour price. Travellers join our tours from all over the world which allows you the flexibility to arrange suitable flights and the freedom to arrive early or depart later at the start or end of your tour.

Packing

Luggage

On all tours you will have to carry your own luggage (e.g. into hotels and up to your room if hotels don't have lifts). It is up to you to remember to collect all of your bags when leaving a hotel or the coach. Don't pack more than you can comfortably carry - if you struggle to lift your bag once it is packed (and before you have bought any souvenirs), you have certainly packed too much! You will not be permitted to store luggage in the coach overnight.

You are permitted take one piece of main luggage with you on the coach to a maximum weight of 20kg. If you arrive with more luggage than this you may be asked to leave it behind. If you have more than 20kg of luggage.

In addition to your main bag, you will need a small daypack for your everyday things (e.g. camera, water bottle, sun cream, hat etc.) while travelling, sightseeing or on overnight excursions. Try to keep this bag as light as possible and make sure that all main sections of your bags can be padlocked. Do not leave ANYTHING of value in your main luggage

- keep it on you or in a safe, where available.

Happy Tours takes no responsibility for any loss or damage to your luggage while on our vehicles or public transport.

What to pack?

The weather can be unpredictable, which means you need to plan your packing and not do it last minute. Summer can be very hot and you will need to wear lighter clothing like short sleeves and shorts. If you are travelling during winter or during the cooler seasons like spring or autumn, you will need to pack a warm jacket. It is highly recommended to bring an umbrella, water-proof jacket, warm shoes, gloves, scarf and a wind-breaker in case of rain or extreme weather conditions.

The seasons

- Spring: March, April & May
- Summer: June, July & August
- Autumn: September, October & November
- Winter: December, January & February

It would be advisable to check out the weather forecast to help you pack and before travelling.

Use this only as a guide for packing:

- Visas (if required)
- Travel alarm clock/watch
- Towel (for the beach, swimming etc)
- Travel insurance (compulsory)
- Sunglasses
- Daypack
- Passport (with at least six months remaining from date of travel)
- Basic medical kit
- Rainproof jacket
- Power adaptor / plug
- Camera with spare film / batteries / memory card / charger
- Toiletries
- Underwear and socks
- Warm jacket

In addition to this you will also require the following, depending on the time of year you are travelling:

SUMMER TOURS	WINTER TOURS
Thongs/flip-flops/sandals Comfortable walking shoes Shorts / skirts / dresses Insect repellent Sweaters/jumpers Swimming costume & sarong Sunblock	Thongs/flip-flops/sandals Comfortable walking shoes Shorts / skirts / dresses Insect repellent Sweaters/jumpers Swimming costume & sarong Sunblock

IMPORTANT:

When visiting churches/places of worship, you are required to dress appropriately. Men and women are not allowed to wear short shorts and sleeveless tops. It would be advisable to wrap a thin shawl or sarong around your shoulders and upper arms when needed. Men should wear long trousers and women are allowed skirts or trousers which cover their knees in places like the Vatican in Rome.

Laundry

There are usually laundromats or laundry services in or near most of our hotels. Hotel services can be pretty costly however your tour leader will be able to recommend cheaper options. Try not to bring any clothes with you that are valuable or sentimental in case of loss / damage. If you wash clothes yourself take care not to be too obvious where you hang them as most hotels do not like guests washing and drying their clothes in the hotel rooms. We recommend doing your laundry in destinations where you spend 2-3 nights.

Health, safety, suitability of pax

Health, fitness & safety

Life on tour can get quite hectic with early mornings and late nights. It's easy to get run down if you don't take the time to rest while on tour which makes it easy for you to catch the common cold, the flu or to aggravate an existing medical condition. Different air, water, dairy, food, lifestyle and jet-lag can also reduce your resistance. We suggest you take a multi-vitamin course while on tour, eat lots of fruit, drink lots of water and rest wherever possible.

Medical services and medications on tour If at any time you feel unwell your tour leader can advise you in contacting a doctor for a consultation. The quality of medical services varies from country to country and medicines that are available over the counter at home may not be available, or only available by prescription. Conversely, you may be surprised at what is available without a prescription in other countries. However, it is recommended that you carry prescriptions for any drugs you may need, or carry spare with you.

If you are on a regular course of medication or contraception you must bring a sufficient supply for the entire time you are away from home. We also suggest that you bring a small supply of antiseptic cream, sticking plasters, aspirin, insect repellent, cough medicine and perhaps some antibiotics. These are not carried on the coach and are your responsibility. All coaches do carry a sealed first aid kit in case of an emergency.

Existing medical conditions

You must advise Happy Tours before your departure if you have any important medical conditions. We also reserve the right to decline your booking should we consider you incapable of completing the tour. Your travel insurance company needs to be advised of any existing conditions to provide adequate cover. Please refer to the Terms and Conditions.

Can you swim?

Some tours include optional activities on water and all of our local operators using boats are instructed by Happy Tours to carry lifejackets on board. Unless advised otherwise, we assume that all participants can swim. If you are unable to swim we recommend that you make this known at the time of booking and also inform your tour leader. This will enable us to take additional precautions for your safety. Happy Tours takes no responsibility for any personal injury or death as a result of an activity.

Suitability of passengers

It is important to realise that none of our tours are of a 'luxury' standard and at times days can become a little tiresome; be it long drive days, weather conditions or late meal times. Your tour leader will always be on hand to smooth out any problems however it should be remembered that he/she must look after the interests of the entire group (which is sometimes up to 51 people) and cannot be expected to devote all their time to the needs of one or two individuals. Happy Tours strives to ensure ALL tours run as smoothly and effectively as possible, so your patience, flexibility and sometimes help, will make any challenging situation more manageable.

Happy Tours reserves the right to remove a passenger from the tour should any unsuitable behaviour influence the tour or other passengers at any point.

Security and safety

In general, the areas you will travel to are very safe, but thieves are still about and you still need to use your common sense. Please take at least the same precautions you would take if travelling around your own country.

DO NOT bring along any jewellery or valuables Purchase a cheap watch that you can afford to lose or is not worth stealing. DO NOT bring your camera equipment in a flashy camera bag; try to camouflage your equipment by using an ordinary daypack or shoulder bag.

DO NOT worry yourself unnecessarily but at the same time be prudent and keep your valuables in a safe secure place whenever possible. All money and travel related documents should be kept in a secure place, NOT in your luggage. Concealing them under your clothing in a cotton pouch or money belt, or pockets sewn inside loose clothing, is recommended. Keep alert at all times, look confident and assured that you know where you're going. Do not be lulled into a false sense of security. Listen to your tour leader's advice at all times and heed any warnings given. Most of our hotels have safe deposit boxes in the rooms or a safe at reception where you could deposit your valuables on arrival. If using the reception safe, put your valuables into a sealed envelope and sign across the seal to make sure it is not opened. You should always ask for a receipt. Happy Tours cannot accept responsibility for any valuables left in safe deposits in hotels or in our vehicles.

IPI (Important Passenger Information)

This information was collected in time of your booking. Should we require additional passenger information your will be contacted in time.

Accommodation, meals, time keeping etc.

Tour Accommodation

We welcome all ages* so long as you are fit, healthy and young at heart! Accommodation is provided in twin share en-suite rooms. We use a mix of mostly 3 & 4-star hotels, and some hostels. You will receive a list of all the hotels along with contact information approximately one week prior to departure.

*For our policy on children please see our FAQ's

If you are travelling alone there is no compulsory charge - you will share a twin room with another passenger of the same gender. There is an optional single supplement/private room upgrade available for single travellers who wish to have a private room. This can be added at the time of booking or by contacting our customer services team. Please note that the room provided may be a single room with a single bed.

Meals

Your included meals are detailed as per the itinerary; they include breakfast every morning and certain lunches and dinners. Breakfasts are included every day in the hotel. They are usually continental buffet breakfasts, which are common in most European countries. Your breakfast may consist of cereals with milk or yoghurt, bread, croissants, cold meats, cheese and condiments, with fruit juice, tea or coffee. This does change depending on the hotels, and cannot be guaranteed. On occasion we may provide a breakfast pack that can be eaten on the coach in the case of particularly early starts.

Meals not included in your itinerary are at your own expense. This allows you the opportunity to try the local cuisine. The food is delicious and varied with restaurants providing an important insight into local ways of life. There is always an excellent range of restaurants to choose from depending on your budget and tastes. You will also need to purchase drinks and snacks for long bus or coach journeys as there may not be the opportunity once on board.

Dietary requirements/vegetarians/vegans

If you are a vegetarian we request that you inform us by completing the Important Passenger Information form. If you have any more complex dietary restrictions or food intolerances, we request you please inform us at the time of booking, as well as your tour leader at the start of the tour.

Around the world, vegetarianism and veganism is viewed in different lights and results of an international survey suggest the definitions of vegetarianism vary from nation to nation. In some areas, there is cultural and even legal support, such as in India and the United Kingdom, where food labelling is in place which can make it easier for vegetarians to identify foods compatible with their diets; however this is not the case in many countries you will be visiting. Please be aware that in many parts of the world vegetarian meals are classified as 'meals without meat', and may not be what you are used to. In some of the countries you will be visiting fish and seafood might be considered a vegetarian alternative. If you wish to eat certain food types you have the opportunity to order these meals in restaurants on your free days which will be prepared and served in the style typical to the local cuisine. If you do have severe food intolerances and restrictions it may be worth considering travelling with your own supply of some of the harder to purchase products i.e. gluten and wheat-free products.

Time keeping

Happy Tours carefully designs all the tours in order to maximize your experience in each destination which is why we ask you to keep to the times provided to you by your tour leader. Being late will delay the whole group and also impede on your time in some fantastic destinations! Please note that the tour leader must consider the needs of the whole group above the needs of one individual and as such may be forced to leave people behind if they are late so that the rest of the group does not miss out on anything included on the itinerary.

Itinerary

Our busy itineraries are designed to show you as much of the destinations as possible in a short period of time. Therefore there will be some early starts or late finishes. People travelling in a group will have many and varied interests and for some people a day at Louvre Museum will be a perfect day and for others a day spent up Jungfrau mountain; some stops are therefore designed to show you the highlights but you may not necessarily have unlimited time to take in the sights at your leisure.

Your Happy Tours team

The road crew on your tour are your tour leader and driver. Your tour leader is responsible for organising the day-to-day aspects of running the tour and will be doing a lot of behind the scenes work to ensure everything runs smoothly. They will advise you on the best places to eat and drink, will arrange local optional excursions, attempt to solve any problems that might crop up and give you commentary about the local environment, culture, geography and history. Your tour leader will take into account the group's wishes as a whole but there will be times when safety and security come first, or other operational issues and/or practical logistics may dictate that an unpopular decision be made and your patience and understanding will be appreciated.

Your qualified driver will be fully accustomed to the local routes and will drive with everyone's safety in mind. Both the driver and tour leader are experienced and professional staff that are fully trained and will ensure you get the best opportunity on your once in a lifetime experience.

General information

English Channel crossings

All tours going to/from mainland Europe require a crossing over the English Channel. We make the crossing either by ferry, or train on the Eurotunnel. We use the ferry and Eurotunnel interchangeably and in accordance with the itinerary (you are not able to pick your preference). The ferry route may be Dover/Calais or Dover/Dunkirk and the tunnel route is Folkestone/Calais.

All our coaches are required to check-in for the crossings approximately 1 hour prior to departure. You may experience a delay whilst waiting to board the ferry/Eurotunnel and in this time you may be given the opportunity to use the toilet or other facilities in the port terminal (time permitting and time of day dependent). Passport control is carried out either before or after check-in for the crossing and your tour leader will provide further detail on the day. The ferry crossing can take approximately 2 hours. On board the ferry you can walk around, purchase food, use the money exchange and toilet facilities. If prone to sea sickness it is advised to use anti-nausea bands or bring anti-nausea tablets as weather and conditions can never be predicted.

Winter tours

During winter there are some great advantages to travelling around Europe, and not only avoiding the risk of sunburn! As the summer madness of Europe fades, and the huge waves of tourists head home, the local shops, restaurants and operators drop their prices to attract tourists so you are more likely to grab a bargain. Big-hitting destinations are still open for business, but in winter more of the streets will be yours; that means fewer people jostling for space at the best tourist attractions! Another huge advantage of travelling in the winter months is seeing the magnificent attractions, like the Eifel tower, lit up with specialist lighting which in turn makes beautiful and romantic photo scenes. You may also be lucky enough to be travelling while it is snowing – there is nothing more beautiful than seeing a city blanketed in a layer of beautiful white snow. Important factors to take into consideration include the shorter day light hours and possibility of the temperature dropping quickly once the sun goes down. This may mean departing destinations whist still dark and possibly arriving at new destinations once the sun has already set. We adapt the itineraries as much is as possible to accommodate the day light hours prior to departure; however we may be
required to make operational changes on tour if the weather becomes too adverse.

Responsible tourism

The following are a few simple tips that require very little effort on your part but which will help ensure that any effect you have on the countries you visit is positive rather than negative.

- Don't prejudge: Things in different countries will almost certainly be different. That doesn't make them worse or inferior, just different.
- Communicate: Don't expect locals to speak your language. Take the trouble to learn a few words or phrases of the local language. Don't worry about sounding silly. Most locals are patient and accommodating and appreciate you making the effort to communicate in their language.
- Conserve energy: Be careful not to waste valuable resources. Use local resources sparingly. Switch off lights, air-conditioning and fans when you leave the hotel room and don't waste water. Remove superfluous packaging. Many countries have far less efficient waste disposal systems than ours. Remove packaging from newly acquired items before leaving home.

Don't litter

- No matter how untidy or dirty the country you're travelling in may look to you, avoid littering, as there is no need to add to the environment.
- Choose environmentally friendly products: by using environmentally friendly (bio degradable) sun creams, shampoos and detergents you can help keep the rivers and seas (and therefore the water supply) free from pollution.
- Respect local customs and traditions: as you are a guest in these countries, you should also comply with the local customs. If you are friendly and well mannered, the locals will reciprocate and it will only enhance your experience. It's important to follow dress and behaviour guidelines especially when visiting religious or sacred sites (your tour leader will advise you how best to do this).

Travelling responsibly

- Avoid theft - thieves thrive on confusion, crowds, and tourist spots. Be vigilant at all times.
- Put a lock on your day bag.
- Be alert on trains especially at stops when thieves can jump on or off trains with your bag.
- Money belt - a great way of keeping cash, your passport and other small vital items safe on you. It can be hidden from view but close enough so you know where it is.
- You can call 112 to contact the emergency services in any EU country.
- Take responsibility for your belongings - never leave anything of value in your hotel unless it's in a locked safe.
- Make photocopies of your passport, visas, insurance details, travel itinerary and leave a copy with a relative or friend at home.
- If you intend taking your mobile phone with you, check with your service provider if it will work abroad. It will be more expensive to send texts and receive calls therefore a much cheaper option would be to purchase a telephone card and use local pay phones, or use Skype in accommodation with wifi.
- Store useful numbers such as the hotels you will be staying at, the local police, and the nearest embassy or consulate.

Drugs

Some of the countries that we visit may have different laws to your own country regarding drugs. Please remember that it is illegal to buy and sell drugs in many EU countries and that you risk prosecution if caught in possession of illicit substances.

Shopping/trading hours and opening times

In many of the countries you will be visiting, Sunday is recognised as a day of rest. Government rules and trading hours vary around the world but some European nations continue to prohibit Sunday shopping. The tours have been designed with this in mind with activities and visits being booked around these times. However you may find these trading hours impact on your visit to some cities, and we appreciate your understanding in this matter. Your tour leader will provide as much information about this as possible, but please do speak to your tour leader if this is something specific you require.

Many museums and attractions are open during business hours and on weekends; however, you may find some that are not open in accordance with our tour schedule. Should this happen you will be given free time to take in the magnificent views of these estates/museums from the outside. Please check out our optional excursions guide for suggestions and times.

Photographic equipment

Make sure that you bring enough memory cards along with you. You can buy memory cards locally but it can be expensive. Batteries can be charged in the hotels but it's a good idea to bring spare batteries to cover you for at least a full day.

Electricity supply

The power supply in Europe differs not only from country to country but sometimes from region to region within a country. If bringing electrical equipment, please check with your local supplier for a suitable adapter across the counties you will be visiting. WIFI / INTERNET

All our hotels offer wi-fi, which is available free of charge as part of your Happy Tours tour. In certain hotels this will be available in the hotel lobby only, while in others you will be able to get access in your room.

All cities and towns have internet cafés where you can access the internet; opening hours will vary. Please speak to your tour leader and the reception staff at hotels for further information. The coaches do not have Wi-Fi on board.

When you get back

If you have any suggestions, recommendations or ideas on how we can improve what we do, please write us an email to gt@happytours.eu. We believe our customers are the best people to inform us on how we can do a better job, so all of your comments are welcomed and appreciated.

Thank you for choosing to travel with us, we wish you a pleasant trip!

Optional excursions

Paris

EXCURSION DETAILS	PRICE
River Seine Cruise Embark from the foot of the Eiffel Tower and cruise down the river for a unique perspective of the beautiful city of Paris. The cruise will take you past landmarks including the Grand Palais, the Louvre, Notre Dame Cathedral and the National Assembly. Complete with commentary available in 13 different languages, during this 1 hour cruise you will discover the history and architecture of Paris.	12€
Cabaret Show Experience a fantastic show and the famous French Cancan at one of the top Paris cabaret venues, La Nouvelle Eve or Paradis Latin. The shows are lively, colourful, and tastefully produced. With striking decor, beautiful costumes and a variety of classic and modern choreography this is a show you will not want to miss. The price includes the show and a glass of French champagne.	70€
Montparnasse Tower While others wait in long queues to get to the top of the Eiffel Tower, a better deal awaits those who want a view of Paris from Montparnasse Tower. After ascending in the fastest elevator in Europe you will experience amazing views - including that of the Eiffel Tower – so your photos will capture Paris in all its glory. As well as the 56th floor restaurant and viewing platform, the 59th floor is an open air terrace on the very top of the tower. At 200 metres above the hustle and bustle of Paris, you can experience views of up to 40km in clear weather!	14€

Swiss Alps

EXCURSION DETAILS	PRICE
Train to Jungfraujoch Take the train up to the spectacular Jungfrau glacier - via Europe's highest railway station at 3454m. You will enjoy amazing views and there is a magical ice palace carved out of the glacier itself. You have the opportunity to play in the year-round snow, snowball fight anyone? This optional excursion has been voted the number one for the past two years and is a must on your European tour!	180 CHF
White-Water River Rafting Set beneath the watershed of the Eiger, Monch and Jungfrau mountains, Interlaken is internationally renowned for its variety of rivers and white water rafting tours. River rafting opens the challenges of white-water to everybody. Teamwork and professional guides allow novices and veterans alike to enjoy the beauty and excitement of white-water rafting in the Swiss Alps.	110 CHF
Paragliding You will take a 20 minute drive in a van to Beatenberg Amisbühl, the starting area, 800 meters above Interlaken, where you can enjoy the marvellous view of the Jungfrau massif. After a short walk to the starting area you receive all important information concerning the flight and then you are off. You'll fly over Interlaken with an outstanding view of Lakes Thun and Brienz.accompanied by an	170 CHF

experienced instructor.terrace on the very top of the tower. At 200 metres above the hustle and bustle of Paris, you can experience views of up to 40km in clear weather!	

Public Transport Costs

During included activities such as walking tours the cost of transport will be covered by Happy Tours. This section shows the costs of public transport that you may wish to use during your free time on the tour.

Paris €1.80 - single journey €7 - day ticket for zones 1 & 2 €14.10 - 10 single tickets
Amsterdam €10 - day pass for bus €7.50 - day pass on GVB operated metros, trams and buses €13.50 - day pass on Amsterdam & Region metros, trams and buses

Attractions to discover in your free time

A list of attractions and suggestions for things for you to see and do in your free time. This list is by no means comprehensive and if there is something specific you wish to see, if may be worth your while to pre—book your visit on that attraction's specific website to avoid long queues or disappointment on arrival (we cannot book these for you). Please speak to your tour leader about the best time to book your excursion before booking.

Paris

ATTRACTION	PRICE	TIME
Orangerie Museum	Adults €11.00	Orangerie Museum
Jardin du Luxembourg	Free	Various times 08:30 - 17:00
Jardin des Tuileries	Free	Various times 08:30 - 17:00
Place de la Concorde	Free	Varies
Panthéon	Adults €7	Panthéon
Catacombes	Adults €10	Catacombes

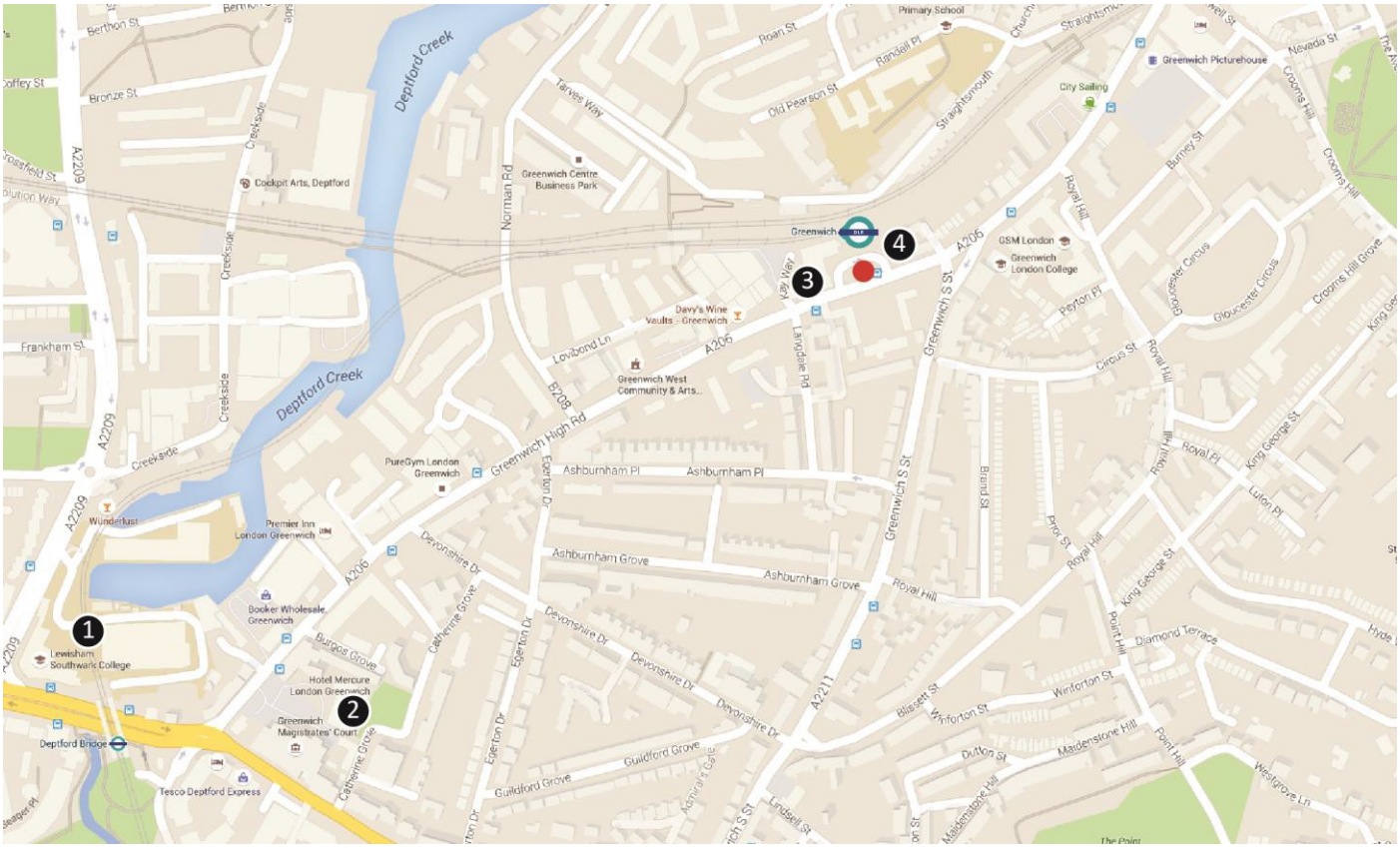
Sainte-Chapelle	Adults €8.50	Sainte-Chapelle
Louvre	Adults €15	Louvre
Rodin Museum	Adults €6	Rodin Museum
Notre Dame	Free	Daily 08:00 – 18:45
Sacré Coeur	Free	Daily 06:00 – 23:30
Musée d'Orsay	Adults €13	Musée d'Orsay
Disneyland Paris	varies	Daily 10:00 - 23:00
Eiffel Tower	Adults €15.50(lift)	Eiffel Tower
Arc de Triomphe	Adults €8	Arc de Triomphe

Bruges

ATTRACTION	PRICE	TIME
Church of Our Lady	Adults: €6	Church of Our Lady
Stadhuis (Town Hall)	Adults: €4	Tadhuis (Town Hall)
Basilica of the Holy Blood	Adults €2	Daily 09.30 – 12.00 & 14.00 – 17.00 [Closed on Wednesday]

Pre/Post tour accommodation

London is a large city with a vast range of accommodation to choose from. For all tours starting from London the main starting point is Greenwich, south east London. The starting point is easily accessible by public transport, use TFL's journey planner for further details. The price of the tour includes pre and post stays that are located in Greenwich close to the pick-up points in London.



NO.	ACCOMMODATION	WALK TO PICK-UP LOCATION
1	Aparthotel Staycity	9 minutes
2	Hotel Mercure Greenwich	9 minutes
3	Novotel Greenwich	At the meeting point
4	Hostel	At the meeting point

Frequently Asked Questions

Are children allowed?

Our tours are not suitable for young children, so we set a minimum age limit of 10 years old. However, at the discretion of Happy Tours we may consider younger children on certain tours if they meet certain criteria and a request is received in writing via email for consideration. Happy Tours reserves the absolute right to accept or decline a booking at our discretion.

Are international flights included in the tour price?

No, you will need to make your own arrangements to get to the meeting destination for the first day of your tour. Make sure you keep departure times and possible delays in mind when booking flights. Please click here to visit Sky Scanner - a useful tool for comparing prices from the vast majority of airlines.

Are transfers included in the tour price?

No, you will need to make your own arrangements to get to the meeting point for the first day of your tour. Please see the meeting point information for details on how to reach the meeting point, and for booking a transfer through Happy Tours.

Can I access wi-fi on the tour?

All of the hotels on this tour offer Wi-Fi, which is available free of charge as part of your Happy Tours tour. In certain hotels this will be available in the hotel lobby only, while in others you will be able to get access in your room.

The coaches do not have Wi-Fi on board. If you wish to keep in touch with your friends and family throughout the tour, you can order your free Europe SIM card to save money on calls, texts and using data while on tour.

Can we start/finish the tour in Europe?

You can start and leave the tour at any point along the itinerary. For example, on a Europe multi-country tour, if you require a visa to visit London, you may wish to start at the first destination in mainland Europe (Paris or Amsterdam) and leave at the final destination (Amsterdam or Paris) so that you skip the UK and only need to apply for a Schengen visa.

It is important to tell us when booking, or as soon as possible after, if you intend to do this so we can send you the relevant meeting point information. Please note that there is no discount for starting and/or finishing the tour in mainland Europe.

Can you cater for my dietary requirements?

Yes, we will try our best to cater for your requests. Before the tour starts, you will receive an email from us requesting your dietary requirements. There is always a vegetarian option, which is a meal without meat. We try as much as we can to offer you the traditional local cuisine.

Can you provide a triple room?

We can generally provide a triple room on request; however it is not guaranteed to be available in every destination. Please contact our customer services team to request a triple room.

Please note that in some hotels, the triple may be a double and a single bed, or the third bed may be a pull-out or bunk-bed. Where we cannot provide a triple room the rooming will consist of one twin room and the third passenger sharing with another single traveller of the same gender.

Can you send me a quote?

The price shown on the website for your departure date on the day you book is the price you will pay. If you would like to make a group booking for 10 or more people please contact us.

Can you tell me the name of the hotels I will be staying in?

A full list of accommodation names and addresses will be given to you on the first day of your tour. We have listed the hotels that we mainly use for our tours on our website. If you are starting the tour in Paris/Amsterdam, please contact us to confirm the details of the hotel where you should meet the tour.

Do I get allocated a seat on the coach?

No, we do not allocate seats, as we like to encourage you to change seats and get to know your fellow travellers

Do I need a visa to travel on this tour?

Certain nationalities may require a visa(s) for this tour. Please see our visas page and your pre-departure information for more information. It is your responsibility to contact the relevant embassies to confirm your visa requirements.

Do I need to change money before the tour?

It is entirely up to you, but we don't recommend carrying large amounts of cash. You can come equipped with local currency or change money as you go. Please refer to your pre-departure information for more information on the currencies you will require for your particular itinerary.

We recommend withdrawing cash from ATMs during the tour. If you intend to do this, make sure that your card issuer is aware that you will be travelling.

Do you have storage/left luggage facilities?

No, we do not have these facilities. For security reasons, you will be required to keep your belongings with you at all times. Please bear this in mind when you are deciding what to bring.

How can I get the documents I need to apply for my visa?

Happy Tours can provide travellers requiring visas with visa support documents on a request basis. Please note that you are required to pay for your tour in full in order to receive the documents. This is an embassy/consulate requirement by law. Once you have received confirmation that your booking has been paid in full, you can request your visa support documents by emailing gt@happytours.eu - please allow up to 10 working days to receive these documents.

How many other people will be on my tour?

It depends on how many other people book! There could be up to 51 other passengers, so you will have the opportunity to make lots of friends!

How much luggage can I bring?

Due to weight and space limitations, you are allowed to bring one main piece of luggage weighing no more than 20kg, and one small soft bag for hand luggage. On all tours, you will have to carry your own luggage (e.g. into hotels and up to your room if hotels don't have elevators). Please bear this in mind when you are deciding what to pack.

How much spending money do I need for my holiday?

This is up to you, of course, and will vary depending on how much wish to spend on snacks, drinks, souvenirs etc. We do not include entrance fees to attractions and museums. We do, however, provide you with free time to see everything you want, and our tour leaders will have all the information on pricing and locations so you can manage your own budget. Please refer to your tours specific pre-departure information and optional excursions guide for further details.

How much time will be spent on the coach?

Many of the countries are vast and varied, and there will be some long driving days on your tour. This gives you the opportunity to enjoy watching the changing countryside as it rolls past your window, to share music with your fellow travellers, watch a few movies or get involved in some of the games and quizzes hosted by your tour leader. Where possible, we have also included stops at points of interest.

How much walking is involved in your tours?

A. We believe the best way to get to the heart and soul of a city is on foot, surrounded by the people and the culture. For this reason, we do walking tours through most of the cities we visit. Many of the cities you visit are vast and old, often with steps and cobblestones. Our walking tours can last up to 3 hours with plenty of opportunities to take photographs and soak up the history of these fascinating places, but you do require a certain level of fitness to enjoy your tour to its fullest.

Is Europe a safe place to travel to?

A. Europe has a low rate of crime and corruption, and travelling here is generally considered safe and hassle free. Your tour leader will be on hand to offer local advice on each area you visit. The Foreign & Commonwealth Office (FCO) provides travel advice for each destination we visit - each country has a summary and general information as well as advice on safety and security, local laws and customs, entry requirements and health.

Is my deposit refundable?

Your deposit payment secures your place(s) on the tour and the price you pay. Your deposit paid at the time of booking is non-refundable. Our full Terms and Conditions can be viewed online.

Is travel insurance compulsory?

Yes, and you are responsible for arranging your own insurance. Passengers and their personal property travel with Happy Tours solely at their own risk. A suitable insurance policy should provide adequate cover for medical expenses arising through illness or accident prior to or during the holiday, and loss of holiday monies through cancellation or curtailment of the holiday or other insurable reasons. Clients should ensure that there are no exclusion clauses limiting protection for the type of activities in their tour. When on tour, ensure you keep personal belongings on you at all times and that your suitcase/backpack has a lock on it, especially in tourist areas. It may be advisable to wear a money belt to store money, credit cards and passport.

For a relatively small price, travel insurance provides you with the peace of mind so that you can enjoy your tour without any worries.

Should I tip the tour leader and driver, and if so, how much?

A. Whilst we fully understand that some nationalities are not accustomed to tipping, this is a normal part of culture in the places you will visit. Tipping has become an increasingly accepted practice in all areas of the service industry, but particularly in restaurants, bars and taxis worldwide.

If you take a walking tour with a local guide, tipping these guides at the end of walking tours and excursions is always appreciated, but not expected.

Your Happy Tours crew will be travelling with you between anywhere from just a few days, up to a few weeks, and you'll soon become great friends. Happy Tours crew members will transform your trip experience from good to exceptional, and where this is the case a tip (even a modest one!) is always hugely appreciated. It is sometimes easy to forget that they work hard to ensure that you have your once in a lifetime experience. If you feel that your Happy Tours crew have done a good job, and you would like to tip them, this would be highly appreciated. We suggest approximately (EUR) 2-(EUR) 4 per day per person travelling for your crew. Tipping is entirely voluntary and the above rate is offered as a suggested guide only.

The tour I want is unavailable, what does this mean?

If a tour is displaying as fully booked, then unfortunately at this point in point, we do not have any available seats. However, we do occasionally receive cancellations, so if you cannot find an alternative tour or departure date, please contact our customer service team and they will add you to the waiting list for that departure.

What about room sharing & single supplements?

If you are travelling alone there is no compulsory charge - you will share a twin room with another passenger of the same gender.

There is an optional single supplement/private room upgrade available for single travellers who wish to have a private room. This can be added at the time of booking or by contacting our customer services team. Please note that the room provided may be a single room with a single bed.

What happens if I forget or lose my passport?

Unfortunately, you will be unable to continue the tour if you require visas in order to travel. Your passport is an essential travel document, and should be kept safe at all times.

What happens if I miss the coach during the tour?

You will have to make your own way to the next destination at your own expense. Please ensure you are on time for all departures to avoid being left behind.

What happens if my visa gets rejected?

Please allow sufficient time to complete the visa process (at least 4 weeks). Should your visa application be unsuccessful, you will be able to change or cancel your tour, but standard terms and conditions (and therefore fees) will apply. Please refer to our terms and conditions for more information.

What is included in the tour price?

The tour price includes accommodation for the duration of the tour, transport by private coach, breakfasts and dinner as per your itinerary, ferry crossings (where applicable), and guided walking tours and excursions as per your itinerary. On top of this, you will have a tour leader to assist you along the way with great tips and handy advice! Please refer to the 'Included' section of the itinerary where a full breakdown is given.

What is the average age of your groups?

The average age of our travellers is approximately 30-35; however we most definitely welcome "older travellers" who are still young at heart! A positive attitude and an open mind are more important than a number.

What kind of accommodation do you use on your tours?

We have searched and invested in excellent accommodation options, either located in cities or well placed with public transport connections. Clean linen is always included, so you do not need to bring a sleeping bag. Towels are always included; however you may want to bring your own for use at the beach, swimming pool etc, if applicable to your tour. Toiletries (shampoo, shower gel etc) and hair dryers are not always included, so you may wish to bring these with you. Accommodation is provided in twin share en-suite rooms. We use a mix of mostly 2, 3 & 4-star hotels, and some hostels.

What level of fitness do I need to participate in these tours?

A. All travellers are required to carry their own bags, get on and off the coach and use public transport. Our city walking tours can last up to 3 hours and certain places involve walking up and down lots of steps. We want you to enjoy your tour, so read through the itinerary thoroughly and make your own conclusions as to whether you feel that you are fit and healthy enough.

What time does each day start on tour?

Generally, we like to make an early start, so that you can spend more time at each destination. On your free days, you can have a lie in if you wish!

Where does my tour depart from?

Tours departing from London are usually scheduled to leave between 06:00-07:00 in the morning, please refer to 'Tour Start & End Points' for confirmation. You should arrive back in London at around 18:30-21:30 on the last day of your tour, depending on ferry crossing times (if applicable to the itinerary) and local traffic. For our guests travelling from other countries to join this tour, we strongly recommend that you arrive a day before the tour starts, and leave a day after the tour ends, to account for any travel delays.

Who will be my tour leader?

Our tour leaders come from all walks of life, with different backgrounds and interests. They are all confident and well-travelled with an in-depth knowledge of the destinations they are working in, and a passion for helping you make the most out of your Happy Tours tour.

You will be emailed the name and contact details of your tour leader approximately one week before your tour start date. It is important that you keep a record this number so that you can contact your tour leader if you have any issues when joining the tour or during the tour.

Will I get confirmation of my payment?

As soon as your payment has been processed by our accounts team, we will send you a confirmation email. Please note this may take up to 5 working days, depending on your method of payment.