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Life is a book. Those who do not travel read only ONE page.

-St. Augustine

Faith Journeys welcomes you to a spiritual and uplifting experience of a lifetime. A Faith Journeys **Tour Manager** will accompany your group during the land portion of your pilgrimage. The Tour Manager is an intermediary between your group and suppliers such as hotels, churches, coach companies, restaurants, etc. Typical duties of a Tour Manager include checking into hotels, reconfirming all scheduled appointments, and handling financial details associated with the tour. While the Tour Manager will interface with vendors and try to resolve any problems which your group may encounter, **his or her function is not that of a tour guide**. Professional licensed guides are required by law in most cities and are retained to provide guide service to your group.

Final Travel Packet

Final Travel Packets are mailed and received 2-3 weeks before departure (time frame may vary). These final packets will include hotel information, flight itinerary and individual ticket details, and an itinerary with any final changes. You will also receive a nametag to wear for the duration of the tour and luggage tags to use.

Flights

(If you purchased an “air inclusive” package with Faith Journeys)

Airline Tickets will be an electronic “e-ticket”. Tickets will be issued electronically approximately 30 days before departure and will be printed within your final document packet. **Please check your e-ticket information** as soon as you get it to make sure that all information is correct and that your name matches your passport.

Frequent Flyer Miles may be redeemed when you check in for your first flight only. Please present your mileage number for frequent flyer miles. If you are not a member of any airline, you may want to enroll with one of the carriers prior to departure by visiting their website.

Check in at the airport 3 hours before departure for all international flights and 2 hours for domestic flights. Present your passport at check in.

Seating on flights - we have done our best to seat you with your family or roommate. There are only a certain number of aisle or window seats available. We have provided the airlines with all special requests. Depending on the airline, you may go online to reserve or change your seat. Please note that not all airlines provide this option for group travel.

Suggestions to prevent Jet Lag

1. Try to get additional sleep before you travel and as much sleep as you can during the flight.
2. Avoid dehydration and drink plenty of water during your flight.
3. Avoid beverages such as alcohol, coffee, tea and other caffeinated beverages, as they will dehydrate you and contribute to jet lag.
4. Try to eat light on your flight.
5. Stretch regularly and walk up and down the aisles of the plane when permitted.

Baggage Allowance

In order to allow sufficient space aboard the motor coach, each group member is limited to **one suitcase, one carry-on item and one personal item such as a backpack, purse or camera bag**. Weight and size restrictions vary according to airline. Because of the constant change in airline industry standards, we recommend you refer to your specific airline for current baggage allowances.

Porterage is available at the airport and hotels and you should be prepared to tip \$1 per piece of luggage each time.

PLEASE NOTE: Faith Journeys does not include baggage fees in the cost of our tours. Most airlines do not charge for the first checked bag on international flights; however changes are made on a regular basis. Please refer to the airline’s website for current baggage fee assessments.

Before You Go

1. Be advised that airline schedules are subject to change. Should there be any changes, you will be notified immediately.
2. Make photocopies of your travel documents and pertinent identification including airline tickets, passport identification page, birth certificate, itinerary, driver’s license and credit cards. Leave one set of copies at home and keep another with you.

Courtesy and Respect

Please extend courtesy to all your fellow travelers by **being on time for all events**. Often times, passengers arriving late can cause delays in the itinerary and activities/sites may be missed.

Weather

Monthly averages for London:

| Month | High (°F) | Low (°F) | Rain (inches) |
|-----------|-----------|-----------|---------------|
| January | Mid 50s | Upper 30s | 1 |
| February | Mid 40s | Upper 30s | 1 |
| March | Low 50s | Low 40s | 1 |
| April | Mid 50s | Mid 40s | 1 |
| May | Mid 60s | Mid 50s | 0.5 |
| June | Mid 60s | Low 60s | 0 – 0.5 |
| July | Upper 70s | Mid 60s | 0 – 0.5 |
| August | Low 70s | Mid 60s | 0.5 |
| September | Low 60s | Low 60s | 1 |
| October | Low 60s | Mid 50s | 1.5 |
| November | Low 50s | Mid 40s | 2 |
| December | Mid 50s | Low 40s | 1.5 |

Currency Exchange

Do not worry about exchanging money before departure as you will have opportunities to do so upon arrival, beginning at the airport. The local currency in England is the **Pound Sterling**



Credit Cards and ATM Cards: One advantage of credit card purchases is that they are exchanged at the interbank rate, which is usually more favorable. It is best to use credit cards for large purchases. A disadvantage of credit card purchases is that if a dispute arises over charges on your card, you do not have much protection overseas.

With credit cards and ATM cards, keep the following in mind:

- If your ATM is linked to Cirrus or Plus systems, you can use your ATM card to obtain cash while traveling. Your bank should be able to give you all necessary requirements and a listing of all ATMs available on your network;
- Notify your bank that you will be using your card out of the country; ask that they document it in the system or your account may be placed on hold or blocked for security purposes.

Customs & Immigration

When entering a foreign country, all non-citizens must go through customs and immigration. Upon arrival at a foreign airport, you will:

- Need to show your passport;
- Proceed to your connecting flight or collect your luggage and proceed through the “nothing to declare” line; and
- Meet your Faith Journeys Tour Manager outside of the customs area.

When returning to the U.S., all U.S. citizens are generally allowed up to \$800.00 worth of purchases every 30 days duty-free. Duty will be charged on purchases exceeding \$800.00. There are few exceptions to this, but for the purposes of your tour it is unlikely you will encounter these exceptions.

Carry receipts to prove ownership of all items of significant value which were previously purchased or purchased while traveling.

Electricity

The electric accessories and plugs from the US do not work in England where 230V (50Hz) electrical outlets are standard. You will need an electrical adaptor to make sure all your equipment can be plugged into the electrical outlets. An adaptor (like the one pictured to the right) allows your plug to physically fit into the power outlets.

An adaptor like this simply allows your plugs to fit into the electrical outlets; it does not ensure that your appliance would work in the 230V current of the wall outlets in England. Keep in mind that you can buy voltage converters and adaptor plugs at most department and electronics stores.



Hotel

Hotel amenities (internet, laundry service, hair dryers, etc.) are usually outlined on the websites given on your flight/hotel list. Soaps and shampoos are provided by the hotels however many hotels in Europe do not offer ironing equipment in all rooms. We recommend packing in a way where you do not depend on the other hotel services. The hotel concierge and Tour Manager can help you locate alternatives if needed.

Many UK hotels have two twin beds sharing a headboard. This is two twin beds with two sets of twin bedding yet sleeping right next to your roommate.

Packing



- **Don't pack too much!** Lay out everything you'll need, then take your travel itinerary to assign which clothes you will use for which days. Then return the rest to your closet. Does your bag feel too heavy? Your luggage should be light but sturdy. You are responsible for your own luggage; the less you have the happier you'll be.
- **Don't forget batteries, chargers and memory cards for your cameras!**
- **Coordinate your wardrobe around a single color.** This will automatically eliminate many items of clothing. Separates (sports coats and trousers for men; skirts, slacks, and blouses for women) are best because they can be mixed and matched.
- **Be prepared for the weather.** Search online for your destination's current temperature listings for the areas you'll visit one week prior to departure. To prepare for sudden changes, remember that layers can be added or removed according to the local temperature.
- **Use every square inch of your luggage space.** Stuff hosiery into the toes of your shoes. Roll up sweaters and underwear on the bottom, followed by layers of clothing that wrinkle more easily. Packing the bag very full helps keep the contents from sliding around.
- **Minimize wrinkling by packing shirts and dresses with buttons buttoned.** Fold clothes as little as possible, and fold them as close to the waist and seams as you can. Plastic cleaner's bags between layers minimize wrinkling. Unpack as soon as possible after your arrival at your hotel. Instead of bringing a heavy travel iron, try this: Hang your clothes in the bathroom when taking a shower. Often, the humidity is enough to de-wrinkle them. Many international hotels do not provide irons in the rooms.
- **Pack only as many toiletry articles as you'll use.** Small sample sizes are excellent. Liquids travel best in plastic containers, but don't fill them to the top. Seal them with tape, and pack tape to reseal them later. Place liquid and cream containers in plastic bags. Due to security issues, liquids and gels may not be permitted in your carry-on luggage. Check www.tsa.gov for the most current information on traveling with liquids.
- **Be sure your baggage is clearly labeled.** Remove old destination labels and paste your name, address, and tour group in a prominent place on the outside and inside of each piece of luggage. Using the Faith Journeys luggage tags will enable easy identification of your luggage. The outside tag should show only your name and tour group; print your address on the reverse (concealed) side. Enclose a copy of your itinerary in each bag. Also, put a piece of bright-colored tape near the handle of your luggage to help pick out your bag from similar models.
- **Don't pack anything fragile, valuable, or perishable.** Money, jewelry, valuables, important documents, such as your passport or prescription drugs, should be carried with you. Leave all your expensive jewelry and furs at home or in safe storage.
- **Pack at least one change of clothes in your carry-on bag.** Should you experience a luggage delay you'll have a clean option available.
- **Bring comfortable walking shoes** as your pilgrimage will include CONSIDERABLE walking. The motorcoach is big and the foreign streets tend to be small. There will be many times that walking to a site is involved as the motorcoach cannot drive up to a site. Navigating cobblestone streets, hill-climbing, and touring old castles (with no elevators) are all common activities. Avoid new shoes because they can cause blisters and pain!
- **Dress appropriately for tours of churches and cathedrals.** Although many of the great cathedrals and churches in Europe are top tourist attractions, they are still used as houses of worship, and many require that visitors wear proper clothing, especially in Israel, Spain, & Italy where one's knees and shoulders should be covered when entering a church. You may be asked to leave by a church official if your clothing is considered inappropriate.
- **Dress in today's world is generally casual.** Jeans are very acceptable, but shorts and sleeveless tops are not ideal in most churches and formal settings – please use discretion as you think an itinerary through when planning your needs for each day. For evening meals, it's nice to have something a little dressier. A sport coat/suit jacket is not required.
- **Discourage purse snatchers and pickpockets** by bringing small money/passport holders or handbags with long straps that you can sling across your body, bandoleer-style, and with a zippered compartment for money and other valuables. Some travelers prefer to wear a concealed money belt. Plan to keep your passport, credit cards and money in your money belt or on your person at all times. Keep a small amount of money in a fanny pack or the like, where it is easy to access. It is not a good idea to keep a passport in a purse or briefcase, or in a place where it might be lost.
- **Most medications should be carried in your carry-on bag and kept in their original pharmacy containers.** Due to security issues, some medications may not be permitted in your carry-on luggage. Since these restrictions are subject to change, you may want to check for specific restrictions 24 to 48 hours prior to your departure.
- **NAME TAGS HAVE BEEN PROVIDED BY FAITH JOURNEYS AND SHOULD BE WORN ON THE TOUR AT ALL TIMES.**
- **It is advisable to bring snacks and bottled water** while traveling on your motorcoach between different cities on your itinerary. These can normally be purchased at the hotel gift shop or at stores near the hotel.
- **You might consider packing a small umbrella or plastic rain poncho.**

- **Cell phones** – contact your carrier to determine whether they will work in the countries you will be visiting and make sure you understand the rates if you plan to use your cell phone. A variety of phone cares at different rates can be purchased for use to call back to the states. These are much less expensive than hotel rates. You will also want to change the settings on your smartphone to avoid roaming charges.

Passports

Please start this process early! **Faith Journeys will need a passport copy 120 days prior to departure.**



- Please refer to www.travel.state.gov for instructions on how to obtain a passport and for passport renewals
- If you need your passport immediately, please ask your local passport office for further information and Expedited processing is available.

If you already have a passport, it must be valid up to six (6) months after the return of your trip. **BE SURE TO CHECK THE EXPIRATION DATE!**

Visas

You do not need a Visa when traveling to England if you are a US citizen. Faith Journeys is not responsible for obtaining Visas for foreign passport holders.

Tipping



Your tour price includes taxes, and service charges for the hotels and restaurants listed in your itinerary. **Please check your brochure and invoice to see if your tour additionally includes tips for your tour manager, driver, guides, etc.**

When paying for lunches or other meals on your own, travelers should determine if the tip has already been included on the bill. If not, 10% - 15% is a reasonable amount for the tip depending on the quality of the service.

If additional tips are not included in your tour, it is customary to tip the local, professional sightseeing guides 1.00 - 2.00 USD or local currency per participant per day. The guides, who are very knowledgeable and are required to pass a thorough exam in order to become licensed, rely upon gratuities to supplement their income. It is also customary to tip the driver 2.00 – 3.00 USD and the Tour Manager 5.00 – 6.00 USD or local currency per participant per day upon completion of the tour. These individuals work very hard to ensure that your tour runs as smoothly as possible.

Value Added Tax Refund (V.A.T.)

In Europe, a local value-added tax is included in most retail prices. If you spend more than a certain amount of money in one store, you are entitled to a refund of the V.A.T. which can range from 9% to 25% of the retail price. You can apply for this refund when you leave the country (or European Union). The V.A.T. refund will take place at your final departure from the European Union or non-EU country.

When you shop at stores displaying a tax-free-shopping-for-tourists sign and you spend more than the required minimum, obtain the Value Added Tax voucher from the sales representative. Your passport will be required.

Alternatively, if you make purchases in Switzerland or another non-EU country, your tax free voucher must be stamped by a customs official when leaving that country. In both cases you must be able to present the purchased goods, the receipts and the V.A.T. voucher to the customs official for verification. Cash refunds can often be made immediately at the airport, or you can receive your money via charge card credit or check.

What if? (FREQUENTLY ASKED QUESTIONS WHEN TRAVEL CHALLENGES ARISE)

At the Airport

Q: What if I misplace my e-ticket # or boarding pass?

A: Go to the airline ticket counter and show them your passport.

Q: What if our flight has been delayed for more than an hour?

A: Always keep Faith Journeys informed about delays so your Tour Manager at the arrival city can be notified.

Q: What if we missed our flight?

A: Work with the airline to rebook then contact Faith Journeys. Don't leave the airport until you have been rebooked on the next available flight.

Q: What if a suitcase is lost or damaged?

A: Inform the airline immediately and fill out the necessary claim form. If the affected group member has purchased Travel Insurance, they can contact Faith Journeys upon return.

On Tour

Q: What if one of the group members becomes ill or injured?

A: Inform your Tour Manager who will help you find a physician or proper emergency care.

Q: What if luggage is lost or damaged while not in the custody of the airline?

A: Inform your Tour Manager who will assist you in contacting the local authorities. Fill out a police report detailing all items missing. Passengers with Travel Insurance may file a claim upon returning home.

Q: What if a passenger loses his or her passport?

A: Inform your Tour Manager. If not with the Tour Manager, use the nearest payphone and contact the local U.S. embassy or consulate.



THE ART OF TRAVELING

When you pack your bags to explore the beauties of your own country or to travel around the world, consider these keys for a happy journey:

- *Travel lightly.* You are not traveling for people to see you.
- *Travel expectantly.* Every place you visit is like a surprise package to be opened. Untie the strings with an expectation of high adventure. What lessons does God have in store for you?
- *Travel hopefully.* “To travel hopefully,” wrote Robert Louis Stevenson, “is better than to arrive.”
- *Travel humbly.* Visit people and places with reverence and respect for their traditions and ways of life.
- *Travel courteously.* Consideration for your fellow travelers and your hosts will smooth the way through the most difficult days.
- *Travel gratefully.* Show appreciation for the many things that are being done by others for your enjoyment and comfort.
- *Travel with an open mind.* Leave your prejudices at home.
- *Travel with curiosity.* It is not how far you go, but how deeply you go that mines the gold of experience. Thoreau wrote a big book about tiny Walden Pond.
- *Travel with imagination.* As the old Spanish proverb puts it, “He who would bring home the wealth of the Indies, must carry the wealth of the Indies with him.”
- *Travel fearlessly.* Banish worry and timidity; the world and its people belong to you just as you belong to the world.
- *Travel relaxed.* Make up your mind to have a good time.
- *Travel patiently.* It takes time to understand others, especially when there are barriers of language and custom; keep flexible and adaptable to all situations.
- *Travel with the spirit of a world citizen.* You will discover that people are basically much the same the world around. Be an ambassador of good will to all people.