

Service Standards

Hotels: We are in general using good centrally located superior 3 star, 4 star or 5 star hotels. Our most popular tours, the Baltic Highlights tour and the Russian Capitals tour, are offered in a 1st class and deluxe variant. We reserve the right to change the hotels. Alternative hotels will be of the same standard as the hotels featured in the catalogue, both in terms of standard and location. Final hotel names will be advised latest 1 month prior to arrival.

Meals: Breakfasts are buffet style at all hotels.

Coaches: Our coaches are new 49-seater 1st class coaches with air conditioning, adjustable seats, toilet, fridge and possible other conveniences. Depending on sales some tours or segment of tours and optional tours will be operated with new 1st class minivans with adjustable seats and air conditioning. For comfort and security we always keep at least 3 empty seats in coaches and minivans. Passengers are covered by 3rd party liability insurance. Drivers are driving strictly according to EU regulations. We do not allow smoking in the vehicles. Seating in the vehicles is free.

Tour escorts: Our tour escorts are university graduates and have been specially trained as guides and as multilingual tour escorts. The tour escorts we use are very experienced and most have been working for us for many years. The tour escorts will be assisted by local guides if needed or required.

Portage: Portage of one piece of luggage is included at all 4 and 5 star hotels and railway stations.

Welcome letter: On arrival to the hotel the guests will receive a personalized welcome letter announcing time and place for the welcome meeting

Welcome meeting: During the welcome meeting the guests will be served a welcome drink. The tour escort will introduce the program and the optional tours and the guests will receive various materials such as a personalized program and various information materials.

Visa support: Visa is required for almost all nationalities for tours including Russia and only for some fewer nationalities for tours covering EU destinations. If visa support is required we supply that complementary. We cannot accept any

responsibility for guests arriving without valid passport and visa.

Number of participants: We allow max 45 guests on the same tour. The average number of guests is around 35. For the Baltic Biking tours we allow max 18 guests on the same tour. These tours are often full.