

FREQUENTLY ASKED QUESTIONS

Wesley's England Pilgrimage 23 July – 1 August, 2018

NOTE: Time to get organized! If you haven't already done so, make a TRAVEL CHECKLIST with everything you need to do to be ready. Allow yourself enough time to buy/order the items you don't have. We suggest that you keep your travel items together in a separate place, maybe a spare bedroom, and add to the "pile" as you go through the checklist. Travel light, don't over-pack. Make sure to take a carry-on bag large enough to hold your travel documents, toiletries, medicines, windbreaker or light coat and a full change of clothes, in case your bag is delayed.

DOCUMENTATION

Q: PASSPORTS?

A: Passports MUST be valid for 6 months AFTER you return. When you leave for the airport, check to make sure you have it with you. Make copies of the passport ID page and leave one with someone at home, and take another with you, but in a safe place separate from your passport. Also, take along your driver license. If your passport is lost or stolen, having a copy of the ID page and separate ID (license) will expedite the issuing of a duplicate passport.

Q: EO Travel Guidance?

A: EO "Things to Know Before You Go...Europe": In your EO travel documents. Read it carefully, and plan accordingly. The only guidance we question is the \$500 in cash. We think that is too high – see below.

Q: What do I do with the EO Travel documents?

A: Go through them carefully. Make sure that your flight reservations are correct; that you have your bag tag(s) and name tag. Please remember to use them.

Q: What about forms of ID – what and how many? (Worth repeating)

A: Take only the minimum you will need. Make photocopies of your passport, credit cards, driver's license (two forms of photo ID are a good idea) and any other ID that you bring with you. Keep these and the numbers to report lost or stolen cards separately from the cards. Alert your bank and credit card company in advance that you are traveling to England.

AIR TRAVEL ISSUES

Q: Can I select a seat in advance?

A: EO has informed us that we can select a seat on day of departure when we check in for the flight at the airport.

ITINERARY

Q: Is there a penalty for cancelling my trip?

A: Once your registration is sent in to EO Tours, there is a penalty for cancellation, which escalates as the trip date becomes closer. Details are provided in trip brochure.

Q: Can I fly to England earlier or stay and depart later than the group?

A: Not after the date of the 2nd deposit. It is now too late to make changes.

Q: Can I upgrade my seats on the plane to Economy Plus or Business Class?

A: If you would like to upgrade to Economy Plus or Business Class, please contact EO Tours.

LOCAL TRAVEL ISSUES

Hotels: See the EO Trip Brochure in Travel Package you recently received

Q: What will the weather be like?

A: Variable. The average temperatures so far this summer have been warmer than usual. But remember that England is on the same latitude as Nova Scotia, Canada. So, it can cool off in a hurry. Hope for the best, but plan/pack for a range of temperatures and rain.

Low and high are as follows:

- Bristol: 60-75
- Coventry: 55-78
- London: 60-78

Q: How long will we be on the bus traveling to sites out of town?

A: Travel times can only be approximated. They are affected by traffic, road conditions and weather. Please see the itinerary on the Floris webpage for approximate bus travel times.

Q: Can I use my cell phone in England?

A: Yes, but it may not be worth the hassle. There are two ways to have phone access. First, check with your carrier to understand which options are available to you. Some carriers have monthly “overseas” rates that allow you to use your phone in England at lower rates. If you choose this option, be sure to turn off “data roaming.” Another option may be to have your carrier “unlock” your phone, so that you can remove your phone’s “SIM” card and purchase a “SIM card when you arrive in England. SIM cards are readily available in “chemists” (drug stores) and many other convenience and phone stores. A gigabit of calling data costs about 20BPS. Save your U.S. SIM card in a safe place for use upon your return.

Q: What about local WiFi?

A: Our hotels, many restaurants, etc. will have WiFi, often free. Ask for the password.

MONEY

Q: What money (cash) should I take with me?

A: How many dollars you take is a matter of personal choice and comfort. We recommend against taking a large amount of dollar cash. Very few places in England will accept anything but BPS (British Pounds Sterling). You can exchange dollars for pounds at exchange kiosks at the airport and at banks. The rate will be less favorable, and the process at a bank can be time consuming. If you want to get some **Pounds** from your local bank/credit union before you depart, that is an option.

A: Take some dollars, \$200 per person, in case you lose your ATM or credit card.

Q: What about using ATM's?

A: **ATMs in England** dispense BPS to Visa, MasterCard, Cirrus and Maestro card holders (as well as several others). Look for these logos on the machines; they are found along the street in commercial areas and in banks in all cities, town and many villages. The ATM's usually give the best exchange rate. But there also may be fees and limits on the amount you can withdraw in a day. **Alert your bank in advance of your overseas travel plans and dates. Make copies of the front and back of all credit/ATM cards and have the emergency phone numbers in case they are lost or stolen. Keep these separate from your cards.**

Credit cards: Visa and MasterCard/Access are widely accepted by hotels, shops, bars and restaurants. Amex cards are less widely accepted. There may be foreign currency fees applied. **Alert your bank/issuing institution in advance of your overseas travel plans and dates.**

Traveler's checks: Our advice: **don't bring them!**

Q: Is the cost of the tour guide included in the package?

A: Yes, all tour guide and driver fees are included. **But not the tips.** See next question.

Q: Are tips for the guide and the driver included in the package?

A: No, we recommend tipping (**EO calls them "love offerings"**) both the driver and guide at the end of the trip. The tips should be based on your satisfaction with the service. This is only a suggestion. Tipping is at your discretion and will be done individually by each person/couple.

Tipping guidance provided by EO:

- Guide: (\$4 per person/per day) paid individually at the end of the tour, based on quality of service – preferably BPS.
- Bus driver: (\$2.50 per person/per day) paid individually at the end of the tour, based on quality of service – preferably BPS.

Q: What about other tipping?

- Tipping of hotel staff and hotel restaurant staff **is included** in the price for the trip.
- Lunch restaurants: Tips (10%) are customary at restaurants/pubs – based on quality of service.

CLOTHING

Q: What kind of clothes should we bring?

A: Casual only. Coats, ties, nice dresses are NOT necessary. We are going at a time of maximum summer temperatures. But in England these rarely rise above 80 degrees and can be much cooler. Dress in layers. Rain is always a possibility in England. **Bring a good windbreaker/jacket with a hood, or small umbrella** Pack mostly long pants/long sleeves. Hat are a good idea. There will be some walking. Bring comfortable walking shoes. Bring an extra pair of shoes for evenings. Sunscreen is a good idea. Don't over pack. You can send out laundry at the hotel (for a price) or wash out items in the sink.

SECURITY

Q: How will we know if there is a security issue in England?

A: We and EO will monitor reports from the State Department website & U.S. Embassies before and during travel.

Q: Should I leave my passport in the hotel safe or at the desk?

A: Definitely not. Keep your passport with you at all times. Also, make photocopies of the main pages and keep them in a separate location.

Q: Is it safe to walk around in the evenings?

A: Violent crime is very low in England. In general, use the same caution you would exercise in traveling in a major U.S. city – avoid traveling alone at night and always be alert to your surroundings. ALWAYS let someone else know where you are going and when you plan to return – preferably the guides, or tour facilitators or leaders.

HOTEL LOGISTICS

Q: Will U.S. 110-volt appliances work in England?

A: No, the electrical current is 220 volts, 50 cycles alternating current (AC). If you're going to be using U.S. appliances, CHECK the voltage. If the appliance (hair dryers, for instance) is only 110, make sure that you have a voltage converter. All U.S. appliances require a plug adapter, which allows you to plug into wall outlets.

Plug Adapters: Electrical outlets in England usually are three-pronged (rectangular, not round). Some bathroom outlets might take 2 or 3 round prongs. Plug adaptors are available on Amazon.com and at most large department stores if you need one. Ask for a UK/England outlet adapter.

Most laptop, tablet, camera, mobile phone and shaver chargers, and some other small appliances, are dual voltage (i.e., they operate equally well on 110 and 220 volts) and so require only an adapter. But CHECK TO MAKE SURE. Always check labels and manufacturer instructions. **Don't use 110-volt outlets marked "for shavers only" for high-wattage appliances such as hair dryers.**

Q: What ID will I need at hotel check-in?

A: You will need to provide a major credit card and your passport to the desk at hotel check-in. Although our rooms and meals are prepaid, the hotel needs a means of charging for incidentals, i.e., phone calls, mini-bar charges, etc. The hotel may be required by law to record your passport name and number. They should return your passport immediately. Don't let anyone keep your passport. Keep it with you at all times. Do NOT leave it in the room while you are out – even to dinner.

Q: Where do we eat breakfast and dinner?

A: We will be told the details when we check in. Each hotel is slightly different. Usually, breakfast and dinner are served buffet style in the hotel dining room. Sometimes there may be a set menu. We may be in the general dining room, or we may be directed to a special room for group tours. Both meals are pre-paid.

Q: What about lunch?

A: On most days, there will be a stop for lunch. The price is not included in our trip, and averages \$10-\$20 per meal. The options for lunch will be explained by our guides each day.

Q: Will the rooms have hair dryers?

A: As in the U.S., most English hotels have hair dryers in the room, but they aren't very powerful or efficient. You can find dual voltage dryers on Amazon.com. Irons and ironing boards are available in all the hotels either in each room or from the front desk.

RESOURCES (IN ADDITION TO THE BIBLE)

State Dept. website (www.travel.state.gov) has great information on general foreign travel and can be searched for specific information on travel to Turkey, Greece and Italy. It also includes updated travel security notices and warnings.

EO website (www.eo.travelwithus.com) has quite a bit of good information on the trips they sponsor.

Fodor's Travel website (<http://www.fodors.com/world/europe>)

The Floris website (www.florisumc.org/adult-trips/) - will have FAQ's provided by EO ("Know Before You Go") and FAQ's from our trip interest meeting and this document from tonight's final meeting.