



# KNOW BEFORE YOU GO – COSMOS NORTH AMERICA

## WELCOME / INTRODUCTION

Welcome to Cosmos, where you are family and can expect to be treated like family. We know you have a choice when it comes to travel, and by choosing us you receive more than 85 years of experience managing travel to worldwide destinations. We do everything to ensure your vacation is worry and hassle free, so you can relax and enjoy the cultures, sights, and people you meet during your travels.

This *Know Before You Go* document is designed with you in mind, with helpful hints to help you prepare for and enjoy your vacation. It is your guide to getting ready and contains general information on travel documentation, customs, and the country/countries you will be visiting, including budgeting, transportation, climate, languages, and much more. With Cosmos, you benefit from our experience.

**COSMOS**<sup>®</sup>  
Turning travel dreams into reality<sup>SM</sup>

## TABLE OF CONTENTS

|  |    |
|--|----|
| Airport Information.....                           | 2  |
| Arrival & Departure Transfer Information.....      | 4  |
| Calling Home & Phone Cards.....                    | 4  |
| Children.....                                      | 5  |
| Conversion Tables.....                             | 6  |
| Cruises.....                                       | 6  |
| Customs & Border Crossings.....                    | 6  |
| Dietary Requirements.....                          | 7  |
| Gratuities & Tipping.....                          | 7  |
| Hotels.....  | 8  |
| Insurance / Travel Protection.....                 | 9  |
| Local Guides.....                                  | 9  |
| Luggage.....                                       | 9  |
| Meals & Beverages.....                             | 11 |
| Medications.....                                   | 11 |
| Money Matters.....                                 | 11 |
| Motorcoaches.....                                  | 13 |
| Notice Boards.....                                 | 14 |
| Optional Excursions.....                           | 14 |
| Packing.....                                       | 15 |
| Passports, Visas And Other Entry Requirements..... | 16 |
| Photography.....                                   | 16 |
| Pre-registration.....                              | 16 |
| Safety Hints.....                                  | 17 |
| Sightseeing & Timings.....                         | 17 |
| Surveys & Questionnaires.....                      | 18 |
| Tour Directors.....                                | 18 |
| Tour Driver.....                                   | 18 |
| Travelers Who Need Assistance.....                 | 18 |
| Walking Information.....                           | 19 |

## AIRPORT INFORMATION

It is important that you arrive at the airport at least two hours before domestic flights and three hours before international flights. This will allow you time to check your luggage and present your passport and ticket at the ticket counter, get seat assignments and boarding passes, and pass through security to the boarding area. You should be at the boarding gate at least 30 minutes prior to departure, in case there are any gate changes or late notifications. A current passport that is valid at least six months past the end of your trip is required for travel outside the United States.

### Airport Check-In



For airline check-in, you will need the required government-issued photo ID (passport, driver's license or Military ID) and final destination information. Airline representatives can look up your reservation with that information, although knowing your ticket number or reservation number is helpful. Many airlines now have computer check-in, which requires a credit card or government issued ID to pull up your reservation (reading your personal data from the card/ID to find your reservation in the system). Computer check-in is usually self-explanatory, with a series of checks and questions to ensure you have what you need to board your flight, including checking in your luggage. If you have questions, ask the attendant on duty, who should be able to help you.

The ticketing agent at the counter will verify your ID and tag your luggage for you. They may also be able to help you with seat assignments or changes, if available. After check-in, keep your boarding pass and government-issued photo ID handy, as you will need both to pass through security to your gate.

## Airline Connections

Traveling often requires a change of planes in major airports. Your airline, not Cosmos, determines the minimum connection time required to transfer from one gate to another for each specific airport. At times, these connection times can be tight and may require you to quickly move from one gate to another. At other times, the connections may be very long due to flight availability at time of booking. When booking air-inclusive with us, we do all we can to provide adequate connection times for our travelers. However, we are subject to the rules, regulations, and availability of the airlines while also working within the transfer times for our airport-to-hotel transfer schedules. If you feel a connection time is too short, we recommend you ask for other options before purchasing your ticket or putting down deposit in order to avoid change fees, which can be quite expensive.

We also recommend you review the airline flight magazine's airport maps (when available) prior to landing, so you are familiar with the airport layout, which will assist in making your connections. Another tip is to carry the airline's 800 number with you. If you miss a connection, and we hope you don't, you may be in a long line at the service desk with other passengers who have also missed a connection. You may be able to get through to the airline on their direct number and reschedule yourself for another flight. Additional information will be available in your Important Travel Documents from Cosmos about how to contact us if you miss your flight and provide us the new details so we know when to expect your arrival.

## Airport Security

Airport security is becoming more and more advanced, and also stricter for travelers. For information on what is allowed in carry-on luggage and what to expect at security in the U.S., visit <http://www.tsa.gov/traveler-information>.

A couple of simple things can help you move through airport security more swiftly.

- Check the TSA website for prohibited items...and leave them at home, or pack prohibited carry-on items in your checked luggage.
- Gifts should be left unwrapped so airport security can open them for inspection, if necessary.
- Undeveloped film should be carried in carry-on luggage, as checked bag screening may damage it.
- Avoid wearing anything with metal (necklaces, watches, etc...). Metal will set off security screeners and will require additional screening by TSA personnel.
- Be prepared to remove your shoes. Many airports require shoe removal and shoe x-rays during the screening process.
- Put identification (luggage tags) on your carry-on luggage and all your checked luggage.
- Any liquids in carry-on bags must be under the size allowance and placed in clear zip-locked baggies for screening.
- Electronic devices must be removed from carry cases for inspection and may require placement in the x-ray machine individually. This especially applies to laptops, which require separation from your other items.
- Passengers are usually limited to one carry-on bag and one personal item (purse, laptop bag, etc.). Bag sizes are restricted to what can fit easily into overhead bins and underneath seats. Before leaving home, be sure to check with your airport and airlines to verify luggage requirements and restrictions, as these can vary based on airline, airport, and destination.
- Have your boarding pass and government-issued photo ID available for all TSA personnel. Only put these items away after you have passed through security.

## Airline Tickets

E-tickets are now becoming the norm and paper airline tickets, when available, usually require a fee to obtain. When e-tickets are provided instead of actual paper airline tickets, all you need to check-in for your flight are your flight itinerary information (airline, flight code, and destination) and your passport (or driver's license for domestic flights). Please check your e-tickets or paper tickets carefully. Many airlines have "code shares," which is an agreement or alliance with another airline. Code shares allow passengers to travel from point to point using more than one carrier. If your ticket states "Flight operated by (airline)," you will need to check in with that airline, not the airline listed as the original carrier.

Airline tickets for intra-vacation flights are most often held by your Tour Director and are only provided once you are at the airport for that portion of your vacation. You will not receive these tickets in your Important Travel Documents.

## Airline Travel Apps

There are several applications you can download to your smartphone or tablet device to help monitor airline check-in times, security wait times, airport terminal information, and maps. Gateguru, flysmart, and gohow airport are just a few.

## Avoiding Jet Lag & Comfortable Airline Travel

- To help get adjusted to new time zones, after take-off, set your watch to the time zone of destination.
- If available, rub moisturizer on face and hands or spray your face with water from an atomizer to avoid dry skin and feel refreshed.
- If you feel pressure in your ears due to change in altitude, swallow, yawn, blow your nose, or chew gum.
- Loose-fitting clothing is recommended. Wear comfortable shoes and try not to take them off, as feet occasionally swell during long flights.
- When possible, walk up and down the aisle to stretch limbs, get blood circulating, and avoid having the seat press against the back of your legs for long.
- Drink plenty of water and avoid alcohol, caffeine, and carbonated drinks. Eat light meals while traveling.
- Avoid wearing contact lenses because cabin air tends to dry them out.

## ARRIVAL & DEPARTURE TRANSFER INFORMATION

When you book your Cosmos vacation air-inclusive, the transfer to and from the airport to your start and end hotel is included (on published departure and return dates). You may also choose to purchase transfers from Cosmos for your arrival and/or departure by coordinating your flight information with our transfer times and windows. On many of our tours in North America, transfers to your hotel are by shuttle bus. A voucher is provided in your Important Travel Documents for this service if included with your tour as well as your specific, detailed vacation transfer information. Your Important Travel Documents will be sent approximately 2-3 weeks prior to your departure. Look for this information in the Arrival & Departure Transfer section, which will have specific details for your arrival and departure.

If your plane is delayed or you miss your connecting flight, we recommend you contact On Call International at 800-407-0801 and provide them with your name, tour reference, invoice number, and new flight arrival information. On Call will then notify us of your delayed arrival. If your delay causes you to miss your transfer, you will need to make your own way to your vacation hotel or embarkation point. Keep a copy of your receipt so you may file a claim with the airline for the transfer cost if necessary. All of this information will also be available in the Important Travel Documents for your vacation.

## CALLING HOME & PHONE CARDS

Calling home and being able to stay in touch with family is often an important part of your vacation. In your travel documents, which are sent approximately 2-3 weeks prior to departure, you will receive a detailed hotel list that will include hotel names, addresses, phone numbers, and dates of stay. We recommend you leave a copy of this hotel list with family and friends so they may contact you, if necessary.



You may wish to bring a cellular phone with you on your vacation. At times, cellular service may not be available as you travel from one city to another, but all major cities have cellular service you can connect to.

Making long-distance calls home from hotel rooms is possible, but very expensive. You may call from your hotel, but most hotels charge a connection or service fee, which can range from \$1-\$20 or more and is in addition to any other calling fees or charges. This connection or service fee is also applied to calling cards, though calling cards provide better rates once connected. If purchasing a calling card for use while on vacation, make sure the card covers the country/countries you will be visiting. A list of covered countries should be clearly displayed on the card itself or its packaging. We recommend you check these countries carefully before purchasing.

Tour Directors may be able to assist you with making calls, but each calling card and cellular phone is unique and it would be impossible for them to know every plan or phone. Tour Directors should not be relied on to assist with personal phone calls. Please refrain from using your cell phone during sightseeing commentary, so everyone can hear what is being said.

For cruise ships, many staterooms have their own telephone. This may be used to call room to room and ship to shore. Any charges are placed on your shipboard account. Because the phone system for ship-to-shore calls functions via satellite, there may be times, depending on routing, when reception (and, therefore, calling) is not possible. Instructions for using the phone are in each stateroom. Please be aware that the cost of calls from and to the ship is considerably higher than from normal land lines and can be quite expensive. Please check rates on any calls before making them as payment for calls will be required prior to disembarkation. Not all ships have phone services.

## CHILDREN

On Cosmos vacations, passengers are considered children if they are 17 or under on the vacation start date. Age restrictions apply to tours, and generally children under the age of 8 are not permitted on tour.

Cosmos offers many discounts to children traveling on our vacations. Children ages 8-17 receive a 10% discount off the land vacation package price. Discounts are also available on many of our optional excursions available on tour. In your travel documents, which are received approximately 2-3 weeks prior to vacation start, will be a list of optional excursions available and applicable discounts (if any).

Many of our activities are suitable for children over the age of 8. Please be aware that Cosmos does not offer babysitting services.

### Traveling with Children

Many countries have adopted practices to prevent abductions of children. Because of this, we recommend you secure a "Child Travel Consent" prior to departure if you will be traveling with a minor under the age of 18. A Child Travel Consent is a document that shows authorities and government officials that a minor (under age 18) has permission from his or her parent(s) or guardian(s) to travel. The document may be requested by authorities when a child is traveling:

- With one parent or guardian
- Without a parent
- Alone
- With an adult who is not a parent or guardian

If the traveling parent has sole custody, he or she will need a notarized true copy of a court order or equivalent proving custody. If both parents have custody, or the non-traveling parent has custody, the traveling parent will need notarized consent from the non-traveling parent. If the other parent has legal rights of access (e.g. visitation rights), it is advisable to obtain his or her consent. If it is not possible to obtain consent or if the other parent has no legal rights, you should carry a notarized true copy of a court order or equivalent to prove that you have sole custody. You should also be prepared to prove your relationship to the child by producing government-issued certificates (e.g. certificates of birth, marriage, adoption, or change of name). We suggest you contact appropriate consulates and airlines for additional requirements.

## CONVERSION TABLES

Below is information on standard conversion tables, which you may find useful while traveling to international destinations.

### Time Chart

#### Time

|                          |                                   |
|--------------------------|-----------------------------------|
| 0100 = 1:00am            | 1300 = 1:00pm                     |
| 0200 = 2:00am            | 1400 = 2:00pm                     |
| 0300 = 3:00am            | 1500 = 3:00pm                     |
| 0400 = 4:00am            | 1600 = 4:00pm                     |
| 0500 = 5:00am            | 1700 = 5:00pm                     |
| 0600 = 6:00am            | 1800 = 6:00pm                     |
| 0700 = 7:00am            | 1900 = 7:00pm                     |
| 0800 = 8:00am            | 2000 = 8:00pm                     |
| 0900 = 9:00am            | 2100 = 9:00pm                     |
| 1000 = 10:00am           | 2200 = 10:00pm                    |
| 1100 = 11:00am           | 2300 = 11:00pm                    |
| 1200 = 12:00pm<br>(noon) | 2400/0000 = 12:00am<br>(midnight) |

### Temperatures

#### Fahrenheit/ Celsius

Celsius to Fahrenheit:  $(C \times 9) / 5 + 32$

Fahrenheit to Celsius:  $((F-32) \times 5)/9$

32°F = 0°C

50°F = 10°C

68°F = 20°C

77°F = 25°C

86°F = 30°C

95°F = 35°C

### Other Measurements:

|                         |                 |
|-------------------------|-----------------|
| 1 (lb) = 0.45 (kg)      | (lb)-pound      |
| 2.2 (lb) = 1 (kg)       | (kg)-kilogram   |
| 1 (oz) = 28.3 (g)       | (oz)-ounce      |
| 1 US (pt) = 0.47 (l)    | (g)-gram        |
| 1 UK (pt) = 0.57 (l)    | UK (pt)-UK pint |
| 1 (in) = 2.54 (cm)      | US (pt)-US pint |
| 10 (in) = 25.4 (cm)     | (l)-liter       |
| 1 (ft) = 30.5 (cm)      | (in)-inch       |
| 3.3 (ft) = 1 (m)        | (cm)-centimeter |
| 1 (mi) = 1.6093 (km)    | (ft)-foot       |
| 100 (mi) = 160.93 (km)  | (m)-meter       |
| 2.5 acres = 1 hectare   | (mi)-mile       |
| 100 acres = 40 hectares | (km)-kilometer  |

### Roman numerals:

|        |          |
|--------|----------|
| 1 = I  | 100 = C  |
| 5 = V  | 500 = D  |
| 10 = X | 1000 = M |
| 50 = L |          |

**Examples:** 4= IV, 6=VI, 9=IX, 80=LXXX, 90=XC

## CRUISES

For those who enjoy alternate forms of transportation, Cosmos offers vacations with cruises. For details about ships offered on Cosmos, visit [Cosmos.com/Ships](http://Cosmos.com/Ships).



## CUSTOMS & BORDER CROSSINGS

### Border Crossings

Before leaving home, check your itinerary carefully and ask your local consulates about any visa and passport entry requirements for the countries you are visiting. Requirements will vary based on passport place of issue. In the country portion of this *Know Before You Go* guide, you will find visa requirements for U.S. and/or Canadian citizens.



Entry documents and passports will be required at all border crossings, so please carry proper identification on you at all times (not in your luggage). Generally, crossing borders while on tour is straightforward, and the process of going through immigrations and customs is facilitated by your Tour Director. You must be prepared

to open your luggage for inspection at any time, even though border crossing and customs formalities are not generally a problem.

Standard questions may be asked of you by a border guard, especially when arriving by airplane, such as “where are you from,” “where are you going,” “how long will you be there,” or “what is the purpose of your trip.” Answer honestly, directly, and politely. Though making jokes and wise-cracking may ease your apprehension, it can be seen as rude in other countries and may bring you under more scrutiny than necessary and cause delay. Turn off cell phones and other portable devices while passing through customs and remove sunglasses and hats. Be sure to declare any items you have purchased.

### Returning Home

Most items you purchase internationally are suitable for bringing back home. However, we recommend you check with the embassies of the countries you are visiting for items that you can and cannot bring in or out. For more information, visit the U.S. Department of State at: <http://travel.state.gov/content/passports/english/go/customs.html>.

If you are taking laptops, cameras, or other electrical equipment with you that has been purchased within six months of your departure, you may be required to register these with your local customs authority in order not to be charged duty on these items when you bring them back to your country. For information on how to register these items before leaving, visit

[www.cbp.gov/travel/clearing-cbp/certificate-registration](http://www.cbp.gov/travel/clearing-cbp/certificate-registration).

**United States:** If traveling outside the United States, when you return to the United States, you should be prepared to declare everything you purchased or acquired while traveling. You will be asked to complete a Customs and Border Protection Form, which will require a description and a value of the item(s). To assist with this process, we recommend you keep any sales receipts for items purchased and pack things you are declaring in a place that is easily accessible. Customs forms are usually handed out during your flight home so you can prepare them in advance of landing. You will need your flight number as well as itinerary information when completing this form.

For specific and up-to-date information on U.S. customs regulations, contact the U.S. Customs and Border Protection authority or visit their web site at: [cbp.gov](http://cbp.gov). Click “travel,” then click “Know Before You Go.”

## DIETARY REQUIREMENTS

We know that some travelers may have specific dietary requests. Unfortunately, dietary requirements cannot be guaranteed on our vacations. We make our best effort to accommodate your requests, but not all hotels and restaurants are able to manage specific diet requirements. Please discuss any dietary requirements you may have with your Tour Director on the first day of your tour. Please see the Meals & Beverages section for more information on included meals and menus while on vacation.

## GRATUITIES & TIPPING



With Cosmos, all your hotel taxes, service charges, tips for luggage handling, tips for hotel maids, and gratuities for included meals are included in the vacation price.

For services with gratuity not included in the vacation price, we recommend the following as tipping guidelines. More information can be found in your Important Travel Documents, which will be available 2-3 weeks prior to your vacation. Since each country is unique, the below are merely guidelines to assist with budgeting.

### Hotel Services

It is customary to tip hotel staff for room service delivery if the charge has not already been added to the bill. If ice machines are not available and you get ice from the bar, a small tip to the bartender is always appreciated. Cosmos includes gratuities for luggage handling for one bag per person as well as gratuities for included hotel meals.

### Local Guides

Traveling with us means you get specialized sightseeing with Local Guides in each major city. To make each location come alive throughout your vacation, these Local Guides share their vast knowledge about culture and

history with you. Gratuities for your Local Guides are not included in the vacation price. For a good job, we suggest \$2 dollars per sightseeing outing per person for the Local Guides. Your Important Travel Documents may have an alternate amount for your vacation, so the above is a general guideline.

### **Taxis**

Usually, rounding up the fare for gratuity for the driver is more than adequate. A few dollars is usually reasonable for service, equal to 10-15% of the fare.

### **Tour Directors**

Gratuities for your Tour Director are not included in the vacation price. For a good job, we suggest \$5-7 per person per day for your Tour Director. An envelope will be provided in your travel documents for you to deposit any gratuities you would like to provide your Tour Director.

### **Tour Driver**

Gratuities for your driver are not included in the vacation price. For a good job, we suggest \$5-7 per day per person for your driver. Your Tour Director will let you know when a driver's services have ended, so you know the appropriate time to provide a tip.

### **Ship's Crew**

Most gratuities for ship's crew on Cosmos itineraries are not included in the price. Please check the booking advisements and travel documents for any confirmation of included gratuities. Otherwise as a general recommendation, we suggest \$12 per day per person for the crew. This will be pooled and distributed fairly among those who have been of service to you, including the personnel who work behind the scenes and whose service is equally crucial to your enjoyment of the cruise.

In all instances, we recommend you carry some small change with you, as it is unusual to ask for change when tipping.

## **HOTELS**

### **Amenities**



One of the many interesting aspects of your vacation is the variety of hotel accommodations you will enjoy. Our hotel ratings follow standards set by the independent Hotel & Travel Index and by national tourist boards. The specific rating for each hotel is determined by our quality controllers.

At times we must substitute hotels listed in the itinerary. Rest assured, your hotel will be of equivalent standards. With your travel documents you will receive a list of hotel addresses, telephone numbers, and fax numbers for your vacation.

At our chosen hotels, you'll always feel well looked after because we know that relaxing in comfortable, clean, attractive accommodations at the end of a busy day of sightseeing is essential. The hotels we carefully select have mastered the fine art of handling group check-ins and luggage, and of balancing efficiency with the individual attention you deserve.

Cosmos hotels are always located in good neighborhoods, some more centrally and others in residential areas. Especially in large cities, we sometimes prefer good hotels in residential areas on the outskirts to less desirable or overpriced downtown hotels. Hotels are mainly superior tourist-class (ST) and tourist-class (T) establishments, but we also feature some first-class (F) hotels.

### **Check-in**

Official check-in and check-out times vary from hotel to hotel, but generally hotel rooms are not available before 3:00 PM. If your room is not available when you arrive, you may leave your luggage with the hotel staff, who will store it for you until your room is ready. This storage is usually free of charge.

When checking into your first hotel, you simply need to check in at the main counter under your name. The staff will assist you from there. They will know you are traveling with a Cosmos tour and have your reservation available.



After checking in, or in the event you arrive before your room is available, you will want to see if your Tour Director has posted information in the lobby on the Cosmos Notice Board. Should you have any problems, reception staff usually can assist you in contacting your Tour Director or locating the Notice Board.

At other hotels throughout your vacation, your Tour Director will assist you with check-in and advise you of the procedure and expectations prior to arrival. Often (but not always), when arriving at the hotel, you will have the opportunity to unwind in the hotel lounge or lobby while the Tour Director checks you in, secures your keys, and handles luggage delivery to your room.

### Check-Out

During your vacation, we suggest you pack your luggage and check your hotel room the night before each departure. Leave out only those items needed in the morning, so you start the day in a comfortable and relaxed manner, and the possibility of forgetting items is reduced. In the morning, make a last-minute check of safety boxes, wardrobes, tables, and drawers. Settle any incidental expenses (minibar, telephone, or restaurant bills) at Reception and return your room key. Your Tour Director will advise the time to leave your luggage outside your room so hotel porters can carry it to the motorcoach for you. There is dedicated space in your Travel Documents to write down luggage timing.

Normal check-out times vary, but are usually between 9:00 a.m. and noon. If you have a late-afternoon or evening flight, most hotels have luggage rooms where you can store your luggage.

### Room Location

Hotel room location (such as near the elevator or on the third floor) may be requested, but are not guaranteed. Connecting rooms or adjoining rooms can be requested, but are also not guaranteed.

### Triple Rooms

Triple rooms are usually no larger than twin rooms and may not have a third bed but will be able to accommodate three people. A roll away may be requested but cannot be guaranteed

## INSURANCE / TRAVEL PROTECTION

If you have not yet taken out Travel Protection, please contact us or your travel agent to inquire about Travel Protection before your trip. Doctors and hospitals can be quite expensive while traveling and medical evacuation can be exceptionally expensive. Damage or loss of baggage can occur while traveling. Cosmos has no responsibility or acceptance for damage, loss, or delay to personal belongings or baggage. For these reasons, Travel Protection and baggage insurance are highly recommended. Cosmos has Travel Protection you may purchase prior to your vacation. It includes a Cancel for any Reason policy, which will give you peace of mind. For more information on Cosmos' Travel Protection, visit our website at [Cosmos.com/Trust](https://www.cosmos.com/trust).

## LOCAL GUIDES

Cosmos uses professional Local Guides in specific cities and at specific sites to conduct sightseeing. These guides share their extensive and specialized knowledge with our passengers, discussing the aspects of a city or site that make it worth visiting.

## LUGGAGE

### Luggage Allowance

Cosmos invites each traveling member to bring one suitcase and one carry-on bag. Due to limited capacity for luggage storage on motorcoaches, Cosmos does not accept more than one suitcase per person, in order to avoid motorcoach weight issues. Our luggage allowance and/or weight and size regulations may be different from airline requirements. We recommend you check with your airlines directly on luggage restrictions to avoid any additional or excess luggage fees. A wonderful website to use for updates on the latest allowances by airlines is [iflybags.com](https://www.iflybags.com).

Some Cosmos vacations will have restrictions on the type, size, or weight of luggage that is allowed. Your Important Travel Documents will have specific luggage information and restrictions for your vacation.



Make sure you leave checked luggage unlocked or locked with a TSA-approved lock. Checked bags are often screened on flights and any locks will be cut off for inspections.

### Luggage Porterage / Luggage Service

Hotel portering (luggage or baggage service) for one suitcase per person is included in the vacation price. This includes transferring your luggage from the hotel lobby to and from your hotel room at time of check-in and check-out at each hotel throughout your vacation. Airport and/or train station luggage services are not included, unless otherwise specified in your Important Travel Documents. Please be prepared to carry your own luggage on and off airplanes and trains and through airports and train stations. For this reason, we recommend luggage be light enough for you to carry short distances.

### Hand Luggage

Carry-on bags should be small and easy to carry. We recommend your hand luggage have a place for a water bottle and zipper pouches for easy storage. Bags that can be carried in front of you, and not on your back, are better options for traveling, and are less likely to be susceptible to a pesky pickpocket. Generally, wheeled carry-on bags that may be suitable for air travel are not suitable as hand luggage on motorcoaches and mini-buses, since wheels can cause the luggage to move dangerously when stored under seats. It is unsafe to store luggage in the aisles or to have it protrude into your legroom (or the person's next to you) while traveling. Therefore, carry-on bags that do not fit fully under the seat in front of you may need to be stored in the luggage compartments under the motorcoach for the safety of all passengers.

### Lost Luggage

Should your luggage be delayed en route by your airline, please note that it is the responsibility of the airline to ensure that it is delivered to you while traveling. Claims for reimbursement for delayed luggage should be addressed to the airline company directly. To assist in this process, fill out a claim form at the appropriate airline desk upon arrival and provide the carrier with a copy of your hotel list, so delayed luggage may be forwarded correctly. Please complete any lost luggage forms and submit to your airline before exiting customs. Your Travel Protection/insurance provider may also be able to assist, but for security and privacy reasons, timings and method of luggage retrieval are solely in the hands of the airline involved. Your Tour Director may be able to provide assistance contacting the airlines later for information regarding your delayed luggage during your trip, but they cannot submit the initial claim for you.

### Luggage Size and Weight

Cosmos, and most airlines, restrict luggage to 62 linear inches, which is measured as length + width + height. We request you keep your suitcase to a maximum of 50 lbs for travel, unless otherwise noted in your Important Travel Documents. Test the weight of your packed suitcase. You should be able to lift and comfortably transport it for short distances. Drivers and hotel porters will be lifting and transporting your luggage during your vacation; on their behalf, we urge you to please keep the size and the weight within the above limits. For safety reasons, hotel porters may refuse to carry very heavy luggage.

With your Important Travel Documents we supply a luggage tag for you to fill out and attach to your luggage. We recommend you use these tags, as opposed to using your own tags, as it serves as an identifier throughout your vacation. In addition to your luggage tag, we recommend you put a label with your name, address, and telephone number on the inside of your suitcase and carry-on luggage, as well. In the event your luggage is lost in transit, your contact information will still be available for airline staff. For security reasons, keep all unchecked luggage in your immediate possession. Luggage left unattended can be confiscated.

**Important:** Air carriers are becoming stricter about the size and weight of luggage. Please contact your air carrier or travel consultant for details prior to departure, as size and weight limitations vary from airline to airline and even according to destination, and may also be different from the limitations on your tour (for instance, most airlines allow two pieces of luggage when traveling internationally, whereas on Cosmos tours we have a restriction of one per person). We recommend [iflybags.com](http://iflybags.com) to review airline luggage restrictions and fees for checked and overweight luggage. We are not responsible for additional bags, luggage weight, or luggage handling fees imposed by air carriers.

## MEALS & BEVERAGES

Included meals are noted on each itinerary at the end of each day. We plan included meals to provide you the best possible enjoyment while on tour. Please check your itinerary for what meals are included on your tour.

### Beverages

Coffee and tea are usually included with meals on Cosmos itineraries. However, other beverages are not. You may order alternate drinks, including bottled water, sodas, and alcohol beverages with any meal, and will be asked to pay for them upon completion of the meal. Your Tour Director will advise if payment will be required in cash or if credit cards are acceptable. Hotel rooms are usually equipped with a minibar stocked with ice, soft drinks, and other beverages, but we recommend you check the prices before consuming, as they can be quite expensive. Many hotels also require a refundable deposit for the minibar key.

### Breakfast, Lunches and Dinners

Breakfast, lunches and dinner are generally not included in the daily itinerary. Some people prefer to grab a quick bite and continue to explore the area, while others may want to try a local restaurant, bar, or pub. Your Tour Director or local host will be able to provide you information on local restaurants to consider for dining on your own. Included meals will have a set menu to choose from or will be a buffet.

### Tap Water

Tap water is generally safe to drink throughout the United States and Canada. Tap water (including ice cubes) in Mexico, however, is not recommended for drinking. We recommend you purchase bottled water for sightseeing and excursions. Bottled water is also common in restaurants.



## MEDICATIONS

We recommend you pack an ample supply of any medications you may require while traveling and include copies of your prescriptions and the telephone/fax number of your doctor in case you need them during your travels. Drugs or medications you take on doctor's orders should be carried in their original container showing the prescription label. As long as this conforms to airline regulations, keep medicines safely in your carry-on luggage, as your checked luggage may not be easily accessible while traveling and to avoid additional problems should your luggage get lost, damaged, or delayed.

Here are some additional items you may want to pack for your travels:

- An extra pair of eye-glasses and/or a copy of your prescription.
- Eye drops if you are traveling in a dry climate and for use while on airplanes. Cabin air can dry out your eyes.
- Spare batteries for hearing aids. It may be time consuming and difficult to find new batteries while traveling.

### Vaccinations

Please contact your doctor or healthcare provider before traveling to determine which vaccinations are recommended for your travels. Most countries where we travel do not require any special vaccinations; however, requirements can change at any time. Your healthcare provider can best guide you in selecting vaccinations based on your itinerary. If you would like to research health and safety topics for your travel, we recommend the Center for Disease Control & Prevention website at [cdc.gov](https://www.cdc.gov).

## MONEY MATTERS



On vacation you will need spending money for meals, beverages, entrance fees, or gratuities that are not already included, as well as additional activities and excursions, shopping, and incidental expenses. We suggest that you take more money than you think you'll need. It is time consuming and sometimes difficult to obtain additional money from home when you are traveling.

For initial convenience, and as a general guideline, we recommend you bring approximately \$150 cash with you from home. You can exchange this money at the airport or your hotel should you need local currency before you

get to an ATM. Be aware, however, that exchanging money at the airport incurs high change fees, and hotels usually do not have competitive exchange rates, but for convenience they are good options. ATMs are probably the best and most cost-effective means of money withdrawal while traveling. Most airports have an ATM machine in the customs arrival hall or airport arrival terminal. Fees for cash withdrawal vary by ATM and will be advised prior to cash dispensing. Your debit card usually will work in ATM machines, but you should check with your bank for verifications—not all ATMs take debit cards. While traveling, your Tour Director or the hotel reception desk will be able to assist you in locating ATMs.

You might also consider purchasing local currency of the countries you are visiting before you leave on your vacation. This is available at major banks and international airports. The exchange rate may not be advantageous but the convenience and peace of mind may be worth the small extra cost. The country sections of the *KnowBefore You Go* guide will tell you about each country's currency and any details about accepting various currencies, money exchange and costs for standard items for your budgeting.

### **ATM Machines**

ATMs connected to bank networks, such as PLUS or Cirrus, are available in most major metropolitan cities, including airports, city centers, and in some hotels. Your bank can tell you which network your ATM card can access and whether a credit or debit card may be used. Be sure to activate your ATM and/or credit card before traveling, and don't forget to bring your PIN code to facilitate use. There are usually fees associated with money withdrawals; these fees vary from location to location.

### **Credit Cards**

It is recommended to notify your bank or credit card company prior to your departure with information on your travels. The number to call for this notification can usually be found on the back of your credit card. We recommend you contact them with your travel information because more and more credit card companies are denying payment for overseas purchases unless they know you are traveling. In addition, we recommend you bring a contact number for your bank or credit card company, in case you require any assistance while traveling.

While major credit cards are generally accepted by shops and hotels throughout the world, you may encounter stores or restaurants that require a minimum charge for using them. Be sure to take more than one credit card, as some outlets may not accept all cards. Check that your credit cards are valid for at least 30 days after completion of the vacation. As credit card fraud is increasing worldwide, it is becoming more and more common for identification to be requested when making payment by credit card. Therefore, be sure to have your photo ID with you in case identification is requested. Shops, restaurants, and bars in some small towns or villages may not accept credit cards at all. Therefore, it is wise to always carry a small amount of cash.

When making credit card purchases in Canada or Mexico, you will be charged in local currency by the vendor. Your credit card company will then convert the charges based on the exchange rate they implement and will charge a fee for doing such. Visa, MasterCard, or American Express are usually your best options while traveling, as these will be accepted at most shops, stores, and restaurants. Discover and Diners Club International cards are not accepted in many cities, and are not recommended as means of payment.

### **Exchange Rates**

Currency exchange rates vary by currency and change daily. You may find up-to-date exchange rates at [Cosmos.com/Currency](https://www.cosmos.com/Currency). If you are traveling with a laptop or other mobile device, you can also download exchange rates from the Internet, which will continually update you with information during your travels.

### **General Budgeting**

"How much money should I bring" is a common question. The answer is difficult, as each person is different and chooses to spend money on different things. The amount will vary, depending on if you are a "grab a sandwich and soda and walk the city" type of person, or a "sit down and enjoy a good meal" type of person. How much do you like to spend on gifts and mementos for yourself or others? All these things can alter the amount of money you should bring with you while traveling. As a general guideline, we recommend at least \$20-30 per day while traveling. This is the guideline for incidental items such as bottled water, postcards, and a cup of coffee. More will be required for any major gifts you wish to purchase.

## Traveler's checks

Although a secure means of carrying money, please be forewarned that traveler's checks are rarely accepted and you will experience difficulties cashing them, even in banks. If you do bring traveler's checks, follow the advice of the company issuing them. Keep your receipts and the list of checks already used in a place separate from the checks themselves. Never countersign a traveler's check until the moment you use it. Banks cashing traveler's checks, if they do so, will charge a processing fee.

## MOTORCOACHES



On most Cosmos tours, the transportation between cities is by private motorcoach. The length and width of modern motorcoaches is standard, prescribed by law. The difference among Tour Operators is in the number of seats installed and actually sold. While it is customary to install and sell 53 seats, Cosmos installs fewer seats for extra legroom and limits group size to a maximum of 44 tour members. The extra space contributes enormously to your comfort. All our motorcoaches have panoramic windows, air-conditioning, state-of-the-art sound systems, and reclining seats.

Distances between cities and destinations will vary, based on your itinerary. On some days, the time on the motorcoach will be short (30 minutes to 2 hours). Other days may be longer (up to 8 hours). For longer days, we make your ride comfortable by stopping every 2-3 hours for bathroom breaks, stretching, and/or lunch stops. Commentary is provided along the way, with your Tour Director pointing out sites of interest.

On some of our Cosmos motorcoaches we now offer free wireless Internet connections. Details about this service, where available, will be provided by your Tour Director, including how to connect your device. Downloading content onto your device is not a current service provided, but you can browse the Internet when connected.

## Emergency Washrooms

Motorcoaches are equipped with an emergency restroom. We deliberately use the term “emergency restroom,” because this facility is not meant to be used regularly in lieu of the restrooms at our frequent comfort stops. The emergency restrooms are small, tight, and in some motorcoaches, located at the bottom of the motorcoach stairs. They are not easy to maneuver in and out of and for that reason we recommend its use only in emergencies.

## Etiquette on the Motorcoach

Everyone wants to make the most of the time available and to see as much as possible while on vacation. Here are a few guidelines to ensure you and your traveling companions have the best experience possible.

- Be on time—all the time. Your Tour Director will let you know at each stop how much time you have and when the group will be leaving. Please be on time.
- Your Tour Director will review with you a daily seat rotation schedule, which will allow all passengers to be in different seats throughout the vacation. We ask that you respect the daily seat rotation so everyone can enjoy the views.
- Avoid conversation while commentary is in process. This ensures everyone can hear what is being said.
- When reclining seats, please be conscious of the person behind you and recline slowly.
- When bringing on extra parcels, please place them in the overhead bins or under your seats. Items should never be left in the aisles or clutter the legroom areas.
- Please refrain from using a cell phone on the motorcoach, except in emergencies.
- Heavy perfume or strong aftershave can inconvenience other passengers; please use sparingly.
- To avoid food odors and to keep the motorcoach as clean as possible, bring only dry foods and water on board, not perishable foods. Sodas, ice cream, alcohol, and hot drinks to-go should be consumed before re-boarding (strong-smelling items, such as peanuts or oranges, can cause allergic reactions in others).
- The motorcoach restroom should be reserved for true emergencies and should not be used in lieu of the restrooms at comfort stops.
- It is generally not permitted to operate air-conditioning when the motorcoach is stationary, as doing so emits additional gases into the environment. Therefore, air-conditioning is turned off while the motorcoach is parked.

## Legroom

Cosmos installs fewer seats and limits group size, which gives you extra legroom. Our motorcoach legroom compares to the airlines' upgraded "plus" seating.

## Regular Stops

Rest stops are often at roadside restaurants for your convenience, as all services are under one roof. This is a practical solution to avoid losing precious sightseeing time traveling between destinations. In some roadside restaurants, the amount paid for a meal may depend on the plate size you choose, the type of food selected, and/or the weight of the full plate. Please ask your Tour Director for clarification.

## Ride in Comfort

Each Cosmos motorcoach has upholstered, reclining seats with headrests and individual air-conditioning vents. A high-fidelity sound system broadcasts your professional Tour Director's or Local Guide's commentary to every seat, so you will be sure to hear about and enjoy the sights along the way. Our custom of daily seat rotation gives everyone a variety of vantage points to see the passing countryside and city scenes. All Cosmos touring motorcoaches are fully air-conditioned.

## Smoke-Free Coaches

All of our Cosmos motorcoaches are smoke-free. There are plenty of opportunities to smoke during the frequent stops.

## NOTICE BOARDS

Throughout your trip, your Tour Director or local host will be discussing with you daily plans and activities. He or she may also post a daily schedule for you in the lobby of your hotel. We recommend you check this regularly for any changes or modifications. If you cannot locate the information in the lobby of the hotel, please ask Reception. The notice board will include timings of sightseeing and other important messages.

## OPTIONAL EXCURSIONS

You can enhance your vacation and make it truly special to you by viewing and purchasing optional excursions that are coordinated with your itinerary. Now, not to worry! We include the must-see sights and experiences in all our itineraries, but we also understand that people take interest in different activities and may want to craft a more personal vacation. We accommodate these wishes by allowing you to hand pick from our selection of optional excursions that appeal to you. Whether it's a special dinner, a local show, or a special behind-the-scenes glimpse into an historical sight, optional excursions are a wonderful way to enrich your vacation even further.

In order to assist you in maximizing your free time, each vacation offers several optional highlights that are specifically planned for your vacation at reasonable all-inclusive prices. A listing of optional excursions available for your vacation will be published in your Important Travel Documents, which are generally received 2-3 weeks prior to departure.

Cosmos also offers you the opportunity to review and pre-purchase optional excursions for your tour in advance of departure. After making your booking, log in to [Cosmos.com/MyCosmos](https://cosmos.com/MyCosmos) to see available activities and excursions that were selected especially for your vacation. Once you register, you can purchase optional excursions that are of interest to you, hand-crafting your vacations exactly as you desire. Our specially designed system will show you, by city, what is available, with descriptions, pricing, and timings for each optional excursion. Review at your leisure. Purchase what you want. All that is required to purchase excursions is a valid, open invoice number and your login information.

## Payment for Optional Excursions

Payment for optional excursions will vary, based on the vacation and from where the excursion is purchased. Purchasing excursions and activities at [Cosmos.com/MyCosmos](https://cosmos.com/MyCosmos) can only be made by credit card. On tour, payment can be made by cash or credit card. Your Tour Director will advise you of any exceptions. We accept Visa, MasterCard, and American Express. On vacation, we are unable to accept debit cards, traveler's checks, or personal checks as payment for activities and excursions.

## PACKING

Sometimes, luggage is briefly delayed during air transport. Therefore, we recommend you take a change of clothing and essential toiletries in your carry-on luggage, or pack some of your clothing in your traveling companion's luggage, so you don't have to wear the clothes you have traveled in until your luggage is delivered. Do not leave essential medication in your checked luggage; always keep it in your carry-on luggage, as long as this conforms to airline regulations. We also recommend placing a copy of the hotel contacts inside each piece of luggage. If your luggage is lost, this will help the airline find you while you're traveling.

Traveling light is recommended. Adopt a simple color coordination plan for your vacation to reduce the quantity of clothing required. For every week of travel, 5-7 tops or shirts and three skirts, shorts, or slacks that can be coordinated are enough. Pack jackets and slacks that have plenty of pockets, so you can carry documents and money in separate places on you, reducing theft and loss risk. Sportswear is fine during the day (there may be a restriction on shorts and bare shoulders for some religious sights, where men as well as women are required to cover their shoulders and legs or remove their shoes when entering temples and shrines). Wrinkle-resistant, easy-care cotton/polyester clothing is preferable for travel.

**Tip:** Put dryer sheets (fabric softener sheets) in your luggage. Your clothes will smell fresh and clean throughout your travels.

Below is a list of items to consider when packing for your trip.

- Passport, visa(s), Travel Protection/insurance, flight information, and other necessary documents
- ATM/debit/credit cards and their PIN codes; do not pack your passport or money in your checked luggage
- Jackets and slacks with plenty of pockets and inner pockets
- Light bag with a strap that can be worn crosswise over your body; purses/handbags are best avoided unless they can be carried close to your body in front of you
- Sportswear/casual wear for daytime
- Smart casual outfits for evenings
- Shorts, sneakers, or sweatsuits are not considered acceptable attire when dining at your hotel
- Enough underwear/socks to avoid frequent laundry; pack at least one pair of warm socks, even in summer, in case of an unusually cold day
- Warm sweater for evenings
- A dressier outfit for an evening at the theater, an elegant restaurant, or for the Captain's reception (smart casual clothes are usually fine for cabarets/casinos)
- Comfortable, sturdy, tried-and-tested walking shoes (rubber soles help grip slippery/uneven surfaces)
- Sandals and/or non-slip socks that double as slippers
- Swimwear
- Warm jacket, socks, and cap
- Sunglasses
- Sunscreen
- Sun hat
- Insect repellent and balm
- Toothbrush/toothpaste and washcloths, preferably disposable (considered a personal item, so rarely supplied)
- Shampoo and soap (if you prefer to use your own brand)
- Deodorant
- Razor and shaving cream
- Comb, brush, hair ties
- Female necessities
- Band-aids
- Aspirin/Tylenol/Ibuprofen/cold medicines/Pepto Bismol
- Motion-sickness pills
- Chapstick or lip balm
- Antibacterial wipes/small bottle of hand sanitizer gel
- Travel pack of Kleenex
- Medicines (carried in their original container) and copy of prescriptions, phone/e-mail/fax number of your doctor

- Manicure & mending kits
- Travel alarm clock (to avoid relying on hotel automatic wake-up calls)
- Mini umbrella or fold-up poncho for the occasional shower
- Glasses plus extra pair and/or copy of prescription, eye drops for contact lenses
- Spare batteries for hearing aids
- Collapsible walking stick if you have mobility difficulties
- Small travel pillow
- Electrical converter(s)/adapter(s)
- Camera/video equipment with plenty of memory cards/extra film/spare batteries and label with your name and vacation code; should you lose them, there's a better chance of their being returned
- Cellular phone that works overseas, with international calling plan or international phone cards

## PASSPORTS, VISAS AND OTHER ENTRY REQUIREMENTS

A valid passport is required for international travel (including Canada). Visas are not required to Canada for US Citizens. For non-US Citizens or anyone who may need a visa we can help. Cosmos is pleased to offer its customers the expertise and experience of Generations Visa, with fast and easy ways to obtain visas, passports, and/or other documents required for travel. We recommend contacting Generations Visa Services (GenVisa), our preferred partner for visa and passport services, at least 90 days prior to departure. GenVisa has a special website and toll-free number for Cosmos. Call (800) 845-8968, email [info@genvisa.com](mailto:info@genvisa.com), or visit [www.genvisa.com/cosmos](http://www.genvisa.com/cosmos) for additional information. Cosmos travelers receive discounted prices and other special services.

## PHOTOGRAPHY



No doubt, taking photographs is top of your list while on vacation. Capturing those special moments on film and being able to share them with family and friends—and retain them for your memories—is as important to us as it is to you. Throughout your tour, your Tour Director will know the best places to stop and take pictures, and will ensure you have the opportunity to do so. If your camera uses film, we recommend you bring extra while on vacation. The same holds true for digital camera memory cards. Film and memory cards are not always compatible in different countries and it is not always easy to find these things quickly or at reasonable prices, so we recommend extras for your travels.

Photography and video filming may not always be allowed inside churches, museums, or shows, or there may be a fee to take pictures or videos. Always ask your Tour Director or Local Guide if it is acceptable to take pictures before pulling out your camera. Please respect the privacy of others, including the Tour Director, driver, local host, Local Guides, ship's crew, and other traveling companions by asking permission before filming or taking their photograph.

## PRE-REGISTRATION

Pre-registration for your Cosmos tour is available at [Cosmos.com/MyCosmos](http://Cosmos.com/MyCosmos). Save time upon arrival and complete the registration information prior to departure. Then you can start enjoying your vacation the moment you arrive rather than completing paperwork. When registering, you will also be asked to provide emergency contact details. The world of travel can bring along unexpected surprises. Having your emergency contact details and registration details allows us to easily contact you should anything about your vacation experience a change. Rest assured, though, that these details are only used in the event we need to contact you or an emergency contact, or provide your registration details to local agencies for travel purposes.

We also recommend you enroll in the *Smart Traveler Enrollment Program* (S.T.E.P.) with the U.S. Government. When you sign up, you will receive the most up-to-date travel information for the country/countries where you are traveling. In addition, registration allows the U.S. government to assist U.S. citizens in emergencies, such as natural disasters. To learn more about this program, visit the U.S. Department of State website at: <http://travel.state.gov/content/passports/english/go/step.html>



## SAFETY HINTS

### General Hints

- Carry all documents, money, passport, tickets, traveler's checks, driver's license, photocopy of your contact information, cash, and credit cards on your person, but not all in the same place to limit the inconvenience in case of loss.
- Never keep money or jewelry in your suitcase.
- Medicines should be kept in your hand luggage for easy access.
- Never leave your carry-on luggage unattended or out of sight in public areas.
- Be observant at all times, especially in crowded places.
- Avoid excessive displays of wealth (only carry sufficient cash for daily needs).
- Divide and carry cash, etc., between yourself and your traveling companion.
- Hide a couple of \$50 bills on your person as emergency vacation funds.
- Be wary of strangers approaching you in the street asking for directions or wanting to lend assistance. Tricksters also pose as policemen—either plainclothes or in uniform. Do not hand over your wallet containing money unless you are sure of the person's credentials.
- Use hotel/ship safes or leave items with the front desk manager. Be sure to check them before checking out of your hotel or stateroom.
- Pay particular attention to bicycle lanes, which are often on the sidewalk
- Be wary of anyone offering unofficial taxi services. Always use official taxi desk or taxi lines, and choose only those vehicles with a meter and taxi sign

### Hotels

Check fire exits at each hotel and familiarize yourself with the hotel layout upon arrival. Use door locks in your hotel and verify credentials before opening the door to strangers.

### Motorcoach

Watch stairs and overhead entrances when getting on and off the motorcoach. The doorway may be lower than you think. Always check for traffic when exiting and walking away from the motorcoach and when re-entering. Heavy items, bottles, and odd-sized objects, should not be stored overhead, as contents may shift while traveling and removing heavy items can be tricky. Hand luggage should be placed safely under your seat. Please keep aisles clear of bags to prevent tripping hazards

### Photocopies

We suggest you photocopy your airline tickets, credit cards, medical cards (front and back), and perhaps bring a copy of your driver's license and/or birth certificates. These document copies can help speed up replacements in the event that the originals are lost. Keep the copies in a place separate from your originals. Another suggestion is to scan your passport, airline tickets, and credit card numbers and send them to yourself as attachments to your e-mail. In case of loss, you can access copies to assist in replacement.

Please remember to fill out the "Emergency Next of Kin" section in your passport. Make sure your passport does not expire within six months of your date of travel, since a majority of countries insist that your passport be valid for at least a 6-month time period.

### Transportation - Train, Ferry & Air

Pay attention to onboard attendants and review safety information prior to departure or take-off. Take particular note of the location of emergency exits. Use special care when embarking/disembarking boats, as walkways may be wet or slippery.

## SIGHTSEEING & TIMINGS

Local sightseeing is included as per your itinerary description. Sightseeing generally involves walking. If you lead a sedentary life, enjoy walks to improve your physical condition before leaving home. Participation in the included sightseeing tours is not obligatory. It is, however, your responsibility to be back at the motorcoach or hotel in time for departure for the next activity. You will always be clearly informed of the departure time by your Tour Director or local host.

## SURVEYS & QUESTIONNAIRES

We are sincerely interested in your detailed comments about your vacation. We strive to further improve our product in response to such comments. Near the end of your vacation, a Questionnaire & Customer Survey will be distributed to you. Please take a few minutes to complete and return to your Tour Director. Your point of view is essential to us and, by advising us of your travel tastes and interests, you can help us develop trips and customer programs that meet your desires. Responses are not given to service inquiries made on questionnaires. Please refer to the section of the Terms & Conditions on our website for service inquiries.

### Compliments and Complaints

In the unlikely event you have a complaint on tour, please address it with your Tour Director. He or she will work to resolve your complaint while you are on vacation. Once you are back home, you may contact our Traveler Services department with any inquiries. Please do so within 30 days of your return so we may expedite a response. Inquiries longer than 30 days after you return home hinder our ability to settle issues. Traveler Services can be reached at:

Group Voyagers Inc.  
Attention Traveler Services  
5301 South Federal Circle  
Littleton, CO 80123.

## TOUR DIRECTORS

Experienced. Knowledgeable. Friendly. Efficient. These words describe the outstanding group of travel professionals whose mission is to make your vacation the best ever.

We set very high standards and dedicate a lot of time and effort to selecting just the right Tour Directors for your tour. We eagerly use their first-hand experience to refine our product. Our tours are updated for each new season and, if necessary, even during the season to make your travel more rewarding. Tour Directors have a major say in the process—and you benefit!

Your Tour Director will help you make the most of each day and will deliver interesting commentary in English. We receive numerous letters from our travelers praising their Tour Directors for the skills, energy, and special personalities they bring to the table—testimony that these professionals are the best in the business!

Your Tour Director will advise you about daily itineraries and will be pleased to give you suggestions for your free time. Information on meeting times and locations will be posted in the lobby of your hotel, so you are always informed and prepared.

Tour Directors generally are not available for pre- or post-night stays prior to or after your vacation.

## TOUR DRIVER

Tour drivers, who are among the finest professionals in the business, take pride in driving and in their vehicles, keeping them in great working order and spotlessly clean. Our travelers consistently lavish the highest praise on the person behind the wheel! Each driver is a certified, licensed, and experienced professional whose expertise is motorcoach handling. They are skilled in maneuvering through the tight allies and highly complex highway systems, getting you to your destination on time and safely.

## TRAVELERS WHO NEED ASSISTANCE

Any disability requiring special attention should be reported to Cosmos prior to traveling. We will make reasonable attempts to accommodate the special needs of disabled travelers, but may not always be able to do so. Access to some establishments may not be convenient for wheelchairs, and other facilities for disabled travelers may be limited. We regret that we cannot provide individual assistance to a vacation participant for walking, dining, getting on and off motorcoaches and other vehicles, or other personal needs. Please do not rely on the Tour Director or driver to assist with walking or maneuvering through the sites, as he/she has responsibilities to all the travelers within the group. A qualified and physically able companion should always accompany travelers

who need such assistance. Please see the booking Terms & Conditions regarding travelers who need special assistance while on tour.

## WALKING INFORMATION

For maximum enjoyment of your trip, be prepared for daily walking (up to two hours) involving stairs, cobblestones, and uneven surfaces. Historic city centers are usually more accessible by foot than vehicle. Sometimes, it is not possible for your motorcoach to drop you off right at entrances to hotels and sights. Comfortable, sturdy, tried-and-tested walking shoes with rubber soles that help grip slippery/uneven surfaces are recommended for daily sightseeing. You may want to consider bringing a collapsible walking stick if you have mobility difficulties.