

BEFORE DEPARTURE

PASSPORTS, VISAS, AND TRAVEL DOCUMENTS

1. Passports: All passports must be valid for at least six months beyond the conclusion of the trip and must contain sufficient blank pages for entry and exit stamps.
2. Visas: Holders of valid U.S. regular passports can enter the countries included in this itinerary visa-free for stays of up to 90 days; U.S. official, diplomatic passport, or non-U.S. passport holders, please check with your local consulate or embassy for Visa requirements.
3. U.S. Permanent Residents: In addition to a passport, U.S. Permanent Residents must carry their Permanent Resident Card (Green Card) to ensure smooth re-entry into the United States.
4. All fees related to passports and visas are the sole responsibility of the traveler. The company shall not be held liable if a traveler holding a valid passport and visa is denied entry by local authorities. In such cases, no refunds or transfers will be granted.

CONSULAR INFORMATION

The U.S. Department of State provides the latest travel information for all countries, including passports, visas, and travel warnings. Within the U.S. and Canada, please call 1-888-407-4747; from overseas, call 1-202-501-4444, or visit the website at <http://travel.state.gov>. In the event of an emergency abroad, please contact the nearest U.S. Embassy or Consulate.

HEALTH & TRAVEL INSURANCE

1. For your own protection and peace of mind, travelers are strongly advised to purchase travel insurance prior to departure.
2. Be familiar with your own health and understand your travel destination. Before your trip, you may contact the U.S. Centers for Disease Control and Prevention (CDC) at 1-800-232-4636 or visit their website at <http://wwwnc.cdc.gov/travel>.
3. Consult your physician at least four to six weeks before departure to assess your health. Additionally, moderate exercise is recommended to build the physical stamina required for the trip.
4. Please bring an adequate supply of personal prescriptions and over-the-counter medications. These should be kept in their original containers or packaging, clearly labeled with your name and the prescription, and stored in your carry-on luggage for customs inspection. If any health or medical issues arise during the trip, please inform your tour leader immediately for timely assistance.

BAGGAGE

1. Baggage regulations are subject to the policies of the respective airlines and may change at any time. All related fees and responsibilities are the sole account of the traveler. Please check and confirm the details on the airline's website prior to departure.
2. Keep baggage as light as possible and leave space for shopping. As luggage will be handled multiple times during long-distance travel, it is recommended to use sturdy, durable suitcases equipped with wheels and security locks. Do not lock your bags before passing through security unless you are using TSA-approved locks. For security screening guidelines, please visit <http://www.tsa.gov>.



3. Use luggage tags provided by Peony Tours, clearly indicating your name, U.S. address, phone number and tour code for easy identification.
4. Due to limited storage space on the bus, each traveler is restricted to one piece of checked luggage and one small piece of carry-on luggage. Additional fees will apply for any luggage exceeding this limit.
5. Valuables and frequently used medications should be carried with you at all times and never placed in checked luggage or left on the bus. The company and the bus company assume no responsibility for any loss, theft, or damage of your valuables.
6. The tour fare does not include any porter service.

WEATHER

A few days before departure, please pay close attention to weather reports. You may check The Weather Channel at www.weather.com to accurately track the temperatures and weather conditions of European cities during your travel period.

CLOTHING

1. Please prepare your clothing according to the season and carry a jacket and an umbrella with you. The climate in Europe is changeable, with significant temperature differences between morning and evening, as well as indoors and outdoors. Attire should be light and comfortable; please also prepare two pairs of comfortable walking shoes for replacement. It is recommended to use "onion-style" layering to easily adjust to temperature changes.
2. When traveling to Europe in winter, you must bring cold-weather gear such as a warm heavy coat, scarf, hat, and gloves.

THINGS TO CARRY

When entering or exiting Europe and the United States, do not carry or purchase counterfeit goods (such as handbags, watches, accessories, etc.). Since customs regulations vary by location, please be sure to check the specific customs rules of each country to avoid violating laws and facing penalties.

CURRENCY / CREDIT CARD

1. Slovenia, Croatia, and Montenegro all use the Euro. The official currency of Bosnia and Herzegovina is the Mark (BAM).
2. Major credit cards such as Visa, and MasterCard are widely accepted. Before departure, be sure to notify your credit card companies of your travel dates and destinations, and confirm your credit limit to ensure smooth usage during your trip.
3. Automated Teller Machines (ATMs) are very common in major European cities. Since transaction fees vary by bank, you should check with your bank or credit card company before leaving to confirm if your card supports withdrawing local currency in the travel areas.
4. All travelers entering or leaving the EU with a sum equal to or exceeding 10,000 Euros must declare the amount in writing to Customs without being individually requested to do so.

ELECTRICITY

1. The voltage in Europe is 220 volts, which is different from the 110 volts used in the United States. All countries on this itinerary use European-style outlets with two round holes. Please bring your own voltage converter and adapter.



AFTER ARRIVAL

AIRPORT TRANSFERS

Upon arrival, you need to clear customs, collect your luggage and exit. Meet Peony Tours representative at the Arrival Hall. Be aware that our representative will pick up passengers between terminals, please allow some time for the representative to meet you.

* **Land Package Travelers:** Peony Tours provides airport-to-hotel transfers upon arrival or hotel-to-airport transfers at the end of the trip. To reserve this free service, Land Package customers have to contact Peony Tours at least 45 days prior to departure.

- If your flight is delayed, the tour guide and group shuttle will not wait beyond the scheduled time. You should contact the tour guide immediately upon arrival and follow instructions to arrange your own transportation to the hotel or meeting point at your own expense.

* **Land & Air Package Travelers:** If your flight is delayed upon arrival at the destination airport, please follow these procedures:

- Delay of less than one hour: Proceed quickly through customs and baggage claim; the Peony Tours leader or representative will be waiting for you in the arrival hall.
- Delay of more than one hour: Contact the Peony Tours leader immediately and follow instructions to arrange your own transportation to the hotel or meeting point at your own expense.

HOTELS

1. Most European hotels prohibit smoking (including e-cigarettes) and cooking food inside rooms and public buildings. Please strictly adhere to these regulations to avoid fines.
2. In support of environmental protection, most European hotels do not provide toothbrushes, toothpaste, slippers, or other personal hygiene items. Please bring your own.
3. Keep your valuables with you at all times when in the hotel lobby or dining area. Never leave your bags unattended on seats to prevent theft.
4. For your personal safety, stay alert when using elevators and always lock your door after entering your room. Do not open the door for strangers. If you have visitors, please arrange to meet them in the hotel lobby.
5. Elevators in European hotels are often smaller and slower than those in North America, and luggage delivery may take more time. We kindly ask for your patience.
6. Due to the long winters and cool summer nights in Europe, air conditioning in tour buses, restaurants, and hotels may not be provided 24 hours a day. We appreciate your understanding.

MEALS & ENTERTAINMENT

1. The tour fare includes some meals; please refer to your itinerary for specific details. Mineral water and other beverages are not included in the tour fare and must be purchased by the traveler.
2. In most European countries, tap water meets drinking standards, though the taste varies by region; bottled water can be purchased at local shops. Hotel rooms typically do not provide coffee makers or hot water kettles. Bring a small thermos if you like hot boiled water or hot tea.
3. Breakfast is based on European style in the hotel. Please note that some hotels may arrange specific time and facility separately from other groups or individuals to facilitate the operation of our group.

4. It is recommended that each person carry approximately 600 to 1,000 USD in spending money for the entire trip. Given that European currency values fluctuate and some areas still require small amounts of cash, it is advised to prepare sufficient cash for incidental needs.

TIPPING

Gratuities are not included in your tour cost. They are customary and their purpose is to encourage and reward quality service. The suggested gratuity for this tour is USD 168 per person.

SHOPPING

In most European countries, foreign tourists are allowed to claim back the GST (Goods and Service Tax) or VAT (Value Added Tax). Tax rates and conditions may vary by countries. Please inquire with your tour guide for the most up-to-date GST or VAT conditions of the scheme.

COMMUNICATION

1. Contact your cell phone provider before departure to ensure your global roaming and international services are activated.
2. Most hotels provide complimentary Wi-Fi in guest rooms.

SAFETY & NOTES

1. Safety is our top priority. Keep a close eye on your luggage and valuables. Be vigilant against pickpockets or robbery in tourist areas and when boarding or exiting the bus. Always check for personal items before leaving hotels or vehicles.
2. Respect the rights of your guide and fellow travelers. If you must leave the group, you must obtain permission from the tour leader. Avoid walking alone; stay with a companion during free time or at night.
3. Except for the first 18 seats reserved for online pre-purchase, seats will be rotated fairly. Please follow the tour leader's seat rotation rules and wear your seatbelt at all times.
4. Observe proper dress codes and etiquette when visiting museums and churches. Avoid loud talking and follow all venue regulations.
5. Read your itinerary and hotel information thoroughly before departure. Leave a copy with your family in the U.S. for reference.
6. Many European towns restrict bus entry or have limited parking. Please strictly follow the designated pick-up/drop-off times and locations to avoid delays.
7. Whether you booked your own airfare or purchased it through us, notify Peony Tours immediately if your flight is canceled, changed, or missed. Contact Information as below:
PLEASE NOTE! If we miss your call, leave your name, phone number, and the reason for your call. We will contact you as soon as possible.

● U.S. Business Hours:

- Headquarters: (626) 289-2450
- Los Angeles: (626) 289-1010
- New York: (212) 973-1998
- San Francisco: (650) 259-9983

● U.S. After Hours: (626) 677-3415

● London Business Hours: 44-207-089-0600

● London After Hours: 44-770-833-3368