



## Frequently Asked Questions

1

### **WHY ARE WE CALLED BATTLEFIELD EXPERT?**

We – as self-employed guides and professional historians - have been in the business for over decades. We have a remarkable career as historians, teachers and writers which experience we combine with the know how to lead and organize battlefield tours. That is what we do, what we did and what we will always do. We do not deliver any other type of tours.

### **WHAT MAKES US DIFFERENT?**

Simply put this is our lives. We are not an assembly line company – our goal is to bring history to life to give you a once in a lifetime experience providing our tours. We design and deliver WWI and WWII theme tours in Europe. We will never fill our vehicles up more than 60% - as other tour operators would do – to make extra profit; for us, your and our staff safety and health will always be number one priority. We always provide the maximum space and (leg)room possible to our passengers. We will never hand out printed and fancy brochures to you and you will never be able to visit us in a physical office. We want to save the unnecessary office cost, the unnecessary marketing cost, and any unnecessary spending like printed, fancy brochures to be able to provide our tours at a much better price than most of the tour operators financing offices and spending on advertising. If you wish: with our policy, we save the planet as well.

### **WHAT MAKES YOU UNIQUE?**

You are unique and precious to us because it is YOU who we share our knowledge with, and we do not want that knowledge to be wasted. YOU are unique because once you are back home, YOU will be sharing that knowledge as its ambassador and YOU will fulfill the mission, we strongly believe in that is mutual understanding through which the world can be a better place. Inspire us and let us inspire YOU. We are not an assembly line company – and YOU are not parts of the that non existing line, but YOU are part of history and our story.

### **WHY SHOULD YOU DO TOURS WITH US?**

We are Europeans who were born and raised here inhaling the spirit, culture, and history of the Old Continent. We have the know how: we have created itineraries, we have booked accommodation in multiple cities, we have searched restaurants with menus and most of all the best guides for decades. We speak your language and speak the languages of the countries we visit.

### **WHAT TYPE OF TOURS DO WE OFFER?**

We offer WW I and WW II theme tours scheduled normally between April and October each year. We offer these tours in Europe mostly in the Benelux Countries, France, and Germany and excluding Russia, Ukraine, Turkey, and Belarus.



## Frequently Asked Questions

2

### **WHY WW I AND WW II TOURS AND WHY IN WESTERN AND CENTRAL EUROPE?**

There has been an explosion of interest in iconic battle fields tour everywhere in the world. We have been exploring and studying European Battlefields for decades. We have been planning and delivering these tours for over a decade focusing on most of the major battlefields of the European Theater: the Western Front in World War I, the Normandy Invasion, Operation Market Garden, the Battle of the Bulge, the Battle of Britain, operations in Italy, Germany and in Central Europe exploring the battles and the background of the conflicts, by gaining an understanding of what the soldiers and the civilian population had to endure and to trace the political, economic and ideological reasons behind the dictators' rise to power in the 20<sup>th</sup> century. Europe: that is our continent we know and understand, we have been raised here, speak the languages, and know the stories first or second hand: our parents and grandparents lived, loved, suffered, fought, died, and survived here.

### **ARE DEPARTURE DATES GUARANTEED?**

Yes, all departure dates are guaranteed if business is not affected by travel restrictions or any vis maior beyond our control (e.g. Covid 19). There is no minimum number of participants needed for a tour to take place.

### **WHERE ARE WE LOCATED?**

A European based company registered as a travel agency in Europe.

### **HOW MUCH WALKING IS THERE ON THE TOURS?**

In general, our trips may require a few miles of walking daily, and some trips require more strenuous activities. Please note that requirements for restricted mobility and disability accommodations are different in Europe.

### **ARE PASSENGERS TRAVELING ALONE WELCOME ON YOUR TOURS?**

Solo travelers are more than welcome to join our groups. Passengers like to mix and mingle, and friendships are quickly formed as everyone is interested in the subject matter of the given tour.

### **CAN I ARRIVE EARLIER THAN MY START DATE OF THE TOUR AND CAN I STAY LONGER AFTER THE TOUR ENDS?**

Yes, you can arrange to come a few days earlier and stay longer. To be able to start your tour in the morning and join up with the group you are supposed to arrive the previous night.

### **IS IT SAFE TO TOUR WITH US?**

Absolutely. Europe is the safest continent by far and concentrates the most developed countries. The locals in most of the places we visit are extremely grateful to Americans, who have not forgotten what they did for their countries in WW I and WW II, oh yes and during the Cold War. We have a lot of experience navigating the routes and we know the areas well.



## Frequently Asked Questions

3

### **WHAT IS INCLUDED IN THE PRICE?**

Accommodations at 3-star hotels and breakfasts • Airport transfers on first and last day of tour • Transportation throughout the tour • Tour guide during the day

Prices do not include airfare, travel insurance, entry fees, excess baggage fees, valet service, meals, extra hotel costs (e.g., mini-bar, laundry services, etc.), or costs resulting from a tour participant failing to arrive at the pick-up location on time.

### **WHAT ABOUT GRATUITIES?**

Tips for our onboard staff (tour managers and bus drivers) are not included in the tour price but are a voluntary way of showing satisfaction for good service. To give you an idea: 10 USD or 10 EUR per day per passenger. Tipping of the local guides the restaurant and hotel staff is at the passengers' discretion.

### **DO YOU OFFER TRAVEL INSURANCE?**

NO, travel insurance is not included in the tour price. We recommend that you purchase a travel insurance plan to protect you and your travel investment against the unexpected, so you can relax and enjoy your trip.

### **WHAT IS THE AVERAGE SIZE OF THE TOUR GROUPS?**

Group size may vary based on the tour and the time of the year (some months being more popular than the others) to a maximum of 30 passengers on a 50-seat coach. We will never fill our vehicles up more than 60% - as other tour operators would do – to make extra profit; for us, your and our staff safety and health will always be number one priority. We always provide the maximum space and (leg)room possible to our passengers.

### **DO YOU OFFER FREE TIME ON THE TOURS?**

You will have some free time in selected places for shopping and individual sightseeing. We have no affiliation with any of the shops at your disposal, and there is no pressure to make additional purchases on the tours.

### **AM I GOING TO BE LEFT ON MY OWN ON THE TOUR?**

We are well-trained and capable professionals who offer information about sights as we travel through Europe and will spend time with you when engaging in activities or on board of our vehicles from pick-up on the first day to drop-off on the last. We usually are not available during lunch and dinner and will not necessarily stay at the same hotel as you so that means that we are with you from the morning until the drop off at your hotel.

### **DO WE HAVE LOCAL GUIDES? WHO ARE THEY?**

It is either us or our local historians who are devoted to passing on their knowledge, and sometimes even personal experience, to our passengers. Everyone is all fluent in English and has worked as a guide for several years. Most of all: historians and battlefield experts who will be happy to sell their history books to you (signed).



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### **WHAT TYPE OF TOUR VEHICLES DO YOU USE?**

We usually use high-quality tour buses and for smaller groups mini vans. They are air conditioned, with reclining seats that fit 6-12 people and the 50-seat coaches accommodate 30 people. We schedule plenty of restroom stops while on the road.

### **WHAT TYPE OF HOTELS DO WE STAY AT?**

All the hotels you will be staying at on our tours offer private bathrooms and breakfast and most of the time free wireless internet service. They are 3-star or 3 -star quality 2 star.

### **HOW DO I BOOK A TOUR?**

Reservations can be made online when choosing a tour and providing the necessary details. and paying the registration fee. A place on the tour is reserved upon receipt of the 500 EUR registration fee. The cost of the tour is due as follows: registration fee when paying the first time on our secured website; and the remaining balance 70 days before departure. You can pay in two installments or the whole sum. Payments can be made online by credit card or Apple Pay and made directly to our bank through a secure server. At no point is credit card information available to us.

### **WHAT IS THE DEPOSIT AMOUNT REQUIRED TO BOOK A TOUR?**

A registration fee of 500 EUR

### **NOW THAT I AM READY TO BOOK, HOW DO I PAY?**

You can pay online through our secure website or you can wire transfer the money to our account. We accept some major credit cards: Visa, Master Card, and Apple Pay.

### **DO YOU HAVE A PAYMENT PLAN?**

You can pay in two installments or the whole sum. Payments can be made online by credit card or Apple Pay and made directly to our bank through a secure server. At no point is credit card information available to us.

### **CAN I GIVE THE TOUR AS A GIFT?**

We would love to help you surprise someone and we will remain discreet during the booking and payment process if you let us in on the fun. We will also send a personalized gift certificate for the person receiving the gift.

### **WHAT CURRENCY IS THE PRICE OF THE TOUR IN?**

The price of our tours is listed in EUR.



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### **WHAT TRAVEL DOCUMENTS DO I NEED?**

#### **DO I NEED A PASSPORT?**

You will need a valid passport on our tours. A driver's license issued by your state, or a passport card cannot be used for overseas travel. Per international travel regulations, your passport must be valid for at least 6 months after the date of your return home from your tour. If your passport expires within 6 months, it must be renewed prior to your departure from the U.S.

#### **DO I NEED A VISA?**

U.S. citizens travelling to Europe will need to apply for an ETIAS the new travel authorization for Europe that will come into effect in May 2023.

### **WILL I GET AN ITINERARY FOR MY TOUR BEFORE DEPARTURE?**

Your itinerary will be available electronically. Note that the preliminary itinerary is subject to change. You will get the final version on the first day of the tour.

### **WHAT DO I NEED TO KNOW WHEN PREPARING FOR THE TOUR? WHAT AIRPORT DO I NEED TO ARRIVE AT AND DEPART FROM?**

We specify the arrival and departure times and airports in the itinerary for each tour. There are arrival and departure requirements for all tours. You are supposed to be arriving a day before the start of the tour to decrease the risk of delayed flights impacting your tour. Be sure to consult us prior to making your final reservations. Participants not showing up at the pickup location at the time we agreed on will be required to arrange their own travel to the first night's hotel. We will do everything we can to assist with these arrangements, but do not assume responsibility for any additional costs. On the last day of the tour, we will arrange a transfer from the hotel only to the airport indicated in the tour description. Departure time requirements at designated airports on the last day of a tour are provided under the description of each specific tour. There is one transfer to the airport departing the hotel at 7:30 am.

### **HOW DO I MEET UP WITH THE GROUP AT THE START OF THE TOUR?**

One month prior to your tour departure we will contact you directly, at the email address you provided, with detailed information regarding your group's exact meeting time and place. Please confirm the receipt of this pick-up information and be certain to check your e-mail regularly for this email.

### **DO YOU HAVE A LIMIT ON THE AMOUNT OF LUGGAGE I CAN TAKE?**

On our tours in Europe, we recommend each participant bring one suitcase and one carry-on bag due to the limited capacity for luggage storage on motor coaches. Our luggage allowance and regulations may be different from airline requirements. We recommend you check the luggage restrictions directly with your airlines to avoid any additional or excess luggage fees.



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### **WHAT TYPES OF CURRENCY ARE USED ON THE TOURS?**

The type of currency depends on the tour. Taken as a whole, our tours cover areas where the Euro, U.S. Dollar, Ruble, Zloty, Forint, and Pounds are used. We will be able to help you determine what currency you will need for your specific tour.

### **IS THERE AN OPPORTUNITY TO DO LAUNDRY ON THE TOURS?**

Laundromats can be found in Europe as well and we provide information on the whereabouts of them. Almost none of the hotels in Europe have washer and dryer facilities as they do in the U.S. However, most hotels offer laundry services, mostly charging on a per garment basis. This can be rather expensive. Some hotels may charge on a per bag basis: you can stuff as much as you can in the laundry bag they provide, and they have a very favorable charge compared to the per garment cost. Normally, laundry services are available only on working days, but generally, it is suggested to use the laundry services at a hotel where the tour group stays for at least 2 nights for you to get your clean clothes back by the time the group leaves from the hotel.

### **I TAKE PRESCRIPTION MEDICATION, SHOULD I BRING THIS WITH ME?**

Absolutely. You will want to take your medication with you. You do not want to depend on being able to get your prescription filled while you are overseas, as American prescriptions will not be accepted. Many drugs that are sold over the counter in the U.S. require a prescription overseas. Also, many drugs have different names and/or ingredients than in the U.S. So, if you have a pain killer or a motion sickness pill that you know works for you, we advise bringing it with you.

### **IS THERE A DRESS CODE ON THE TOUR?**

We do not have a dress code – we want you to be comfortable and casual while on your vacation.

### **WHAT SHOULD I PACK FOR THE TOUR?**

In general, pack versatile clothing suitable for all types of weather. Bring sturdy, water resistant shoes that are comfortable for all-day wear and on uneven terrain, such as on beaches and cobblestones. A waterproof jacket is suggested, and warm layers for evenings or high altitudes are essential. Since you will probably be taking lots of pictures, do not forget your camera, memory cards and charger. Other electronic devices such as a cell phone or laptop, will also need their chargers. You will need an adaptor that will transform the U.S. plugs to European plugs. Washcloths are not so wide-spread overseas and are typically not provided at hotels.

### **DO THE HOTELS HAVE HAIR DRYERS?**

Most of the hotels provide hairdryers, towels, and toiletry kits.

### **CAN I USE MY CELL PHONE OVERSEAS?**

If you bring your cell phone with you be sure to check with your carrier regarding international calling plans to make sure you are not left without service during the trip.

**WHAT IS THE WEATHER LIKE AT THE TIME I AM PLANNING TO TRAVEL?** Unfortunately, there is no answer to this question; follow links like this one: <http://www.holiday-weather.com/>