

# *imagine*

TOURS & TRAVEL

## Registration FAQ

what you need to know



# Why *imagine*?

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Why join a group tour with *imagine* instead of planning a trip yourself? There are several reasons:

*Group Travel is much cheaper.* If an individual were to try to put together a tour similar to what *imagine* offers, the cost could be up to 50% more per person!

*Price is inclusive.* Whether traveling on your own or with another company, it's often hard to determine what the "real" cost of a trip will be.

With *imagine*, we quote you a tour that includes everything except lunches, souvenirs, optional travel insurance, and a single room supplement (when applicable). Tour prices can change if the number of travelers goes below the minimum, the Tour Host decides to add/delete aspects of the tour, and/or the airline adds a fuel surcharge.

*No hassle.* We take care of the details so you can enjoy less hassle as you travel. This includes purchasing airline tickets, prepaying taxes, arranging transportation, finding the best hotels and meals, hiring fantastic guides, scheduling the sites you want to see, and so much more. We specialize in the logistics to ensure a great experience.

*We use only the best guides.* Travelers often write to tell us our guides are "the best we have ever experienced!" They are incredibly knowledgeable, interesting, and really desire to help your tour be a once in a lifetime experience. This isn't just their job...this is their passion!

*We have relationships with our overseas partners.* We have long-standing relationships with the representatives serving you in each country you visit, including the airlines, hotels, guides, and transportation companies we use. You can relax and have peace of mind knowing that the companies and people serving you have integrity and your best interest in mind.

# The Process

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The process for traveling with a group tour is simple...

1. **Receive a Tour Brochure.** The tour brochure includes details such as who is hosting the tour along with a basic itinerary of what you will see. Read the “fine print” on the back for important information about what is included and what is not included in the price of your tour.
2. **Registration Form and Initial Deposit.** Send your initial deposit along with your completed “registration form” to ***imagine***. Registration forms are available from the Tour Host, by contacting our office, or are available on the ***imagine*** website when using online registration ([registernow.ittworld.com](http://registernow.ittworld.com)). ***imagine*** receives registration forms online, by fax, email, or through the mail. Initial deposits can be paid by check or credit card.
3. **Obtain Passport.** Applying for a passport can take several months, so begin the process immediately. A copy of the picture page of your passport is required by our office. Please send this to ***imagine*** at [info@ittworld.com](mailto:info@ittworld.com), by fax or by mail no later than 90 days before departure.
4. **Final Payment.** Final payment is due in the form of a check 90 days prior to departure.
5. **Receive Final Documents.** 21-28 days before departure, you will receive all of the required documents (i.e. airline tickets, hotel list, etc.) for your trip.
6. **Read the Guide to Enjoyable Travel.** You will receive this brochure from ***imagine*** with your final documents to answer most of the frequently asked questions travelers have. Your Tour Host and ***imagine*** are also available to answer any of your other questions and concerns.
7. **Enjoy the Journey.** Relax and begin this journey of a lifetime knowing that you will return home with lasting memories and new perspectives.

# Things to Consider...

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## PASSPORT

All overseas travel requires a passport. First time applicants must apply in person. Applications can be found at your nearest passport office, courthouse, post office, or online at [www.travel.state.gov](http://www.travel.state.gov) and require a certified birth certificate and 2 duplicate photographs measuring 2"x2" taken within the last 6 months. It can take as long as 8-10 weeks to obtain a passport so it is wise to apply as early as possible. If you already have a passport, **it must be valid for a full six months from the date you return from your tour.** For more passport information, go to [www.travel.state.gov](http://www.travel.state.gov).

A **copy** of your passport photo page must be sent to the *imagine* office by fax, mail or email ([info@ittworld.com](mailto:info@ittworld.com)) by 90 days prior to departure. It's also a good idea to keep a copy of your passport in your luggage when travelling.

## VISAS

While visas are not required for US and Canadian citizens traveling to Israel, they are required for travel to many other countries (i.e. Egypt, Jordan). If you are NOT a U.S. or Canadian citizen, it is your responsibility to contact your consul to obtain visa requirements for the countries you will be visiting and to acquire the visas. If needed, *imagine* can write a visa letter on your behalf. Please contact *imagine* for more specific information.

## FINAL DOCUMENTS

Final documents will be shipped to your Tour Host (group organizer) 21-28 days prior to departure. If you live over an hour away from the Tour Host, they will be shipped directly to you by FedEx and a signature will be required (you will also receive tracking information via email from FedEx).

These documents include...

- Luggage tags
- Name tags
- Hotel list
- Airline ticket and flight itinerary
- Finalized land itinerary
- Insurance information (if applicable)
- Study guide (Israel, Germany, Greece, or Turkey)

# Things to Consider...

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## TRAVEL INSURANCE

When traveling internationally, travel insurance should be a priority. We highly recommend purchasing insurance that covers trip cancellation and interruption. *imagine* recommends a policy through Travel Guard, but you can also purchase your own insurance. The cost for this insurance is usually very low compared to the trip cost and may become the most cost effective investment you could make if you must cancel last minute or if you are delayed overseas. **We recommend that you contact the insurance company directly to learn about their specific coverage.**

If the event of an emergency, contact your guide, the *imagine* office, or the *imagine* representative in the country you are visiting. Contact information for *imagine* and their representatives will be provided to the Tour Host in the Final Documents. Keep all receipts and information (i.e. lost baggage receipts, accident reports) to send to the insurance company when you return (if applicable).

## PURCHASING YOUR OWN AIRLINE TICKETS

“Land Only” tour prices are available for your tour. Please keep in mind that any transfers from the airport to your group’s location are not provided to travelers who have purchased “Land Only” tours, unless your flight arrives or departs within 30 minutes of your group. Additional overnights and transfers are also not included. Some flights between countries may not be included in the land-only price since they are part of the international air ticket. Before choosing to purchase your own airline tickets, **please consider all costs because they can be substantial.** If you have any questions, please call *imagine*.

## TRAVELING ALONE?

We recommend sharing a room while on the tour. Single rooms have limited availability and are often smaller than rooms with two beds. Should you request a single room, *imagine* will make the necessary arrangements. Please note that each hotel requires a single room supplement which will increase the price of your tour. If a roommate is not available, the single room supplement will apply.

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## LUGGAGE

Luggage is limited to one large suitcase per person, a carry-on bag that fits in the overhead compartment, and a personal bag that fits under the seat. Check with your airline for size and weight limits (usually 40-50 lbs.), as airlines restrictions may vary.

## HOTELS

Most hotels are 4 star or better, similar to a Marriott Courtyard in the US. Each room will have a private bath, TV, and a phone. Some, not all, will have irons and hair dryers. If they are not in the room, check with the front desk. Washcloths are not common in the Middle East. If you use a washcloth, be sure to pack your own.

## MEALS

Breakfast and dinner are generally included in your tour cost. In the Middle East, breakfast and dinner are usually buffet-style with many choices. In Europe, breakfast is usually smaller (Continental-style). Dinner will consist of a variety of local foods while also including items enjoyed by most travelers. Lunches are not usually included, but will be available at additional cost (usually \$10-\$20 per day).

Coffee and tea are served at most meals. Other beverages, such as sodas, are available for a small charge. While tap water is safe in most of Europe and Israel we suggest drinking bottled water whenever possible. Some local coffees, especially in the Middle East, are strong, so use caution. It is safer to drink tea without cream. Those with diet issues should realize that the preparation of special foods is difficult. While they can be ordered, they certainly cannot be guaranteed. Those with special diets need to advise *imagine* in writing no later than 30 days prior to departure so we can send special diet requests overseas and to the airline.

## PHONE AND INTERNET

International phone calls can be very expensive. It may be wise to check with your carrier about adding short-term international service to your plan. Otherwise, we recommend purchasing an international phone card *when you arrive at your destination*. Free Wi-fi Internet service is available on many of the motor

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coaches. Most hotels offer Wi-Fi in the lobby and some offer internet service in your room. Fees may apply. A good suggestion is to download one of many mobile apps allowing free international calls and text messaging through a Wi-Fi internet connection.

## SERVICE CHARGES AND TIPS

Standard tip expenses are typically included in the price of the tour. This includes tips for guides, drivers, maître'd, maid services, front desk, and porters who deliver the bags to your room and back to the bus. The Tour Host will handle the distribution of these tips. Please tip generously for additional services.

## TOUR CHANGES

*imagine* and its representatives reserve the right to alter the sightseeing itinerary to accommodate changes in local conditions, weather, or holidays. While we do our very best at making sure all items listed in your itinerary are included, there are times when conditions beyond our control affect your program/itinerary. If possible, you will be notified of any changes that are made to your itinerary prior to departure. *imagine* reserves the right to make tour changes requested by your tour host (group organizer) and guide(s).

## SIGHTSEEING

All tour programs provide comprehensive sightseeing led by a licensed, English-speaking tour guide. These guides are highly trained and are passionate about sharing an “insiders” view of the sites you visit along with the differing customs and cultures. While the sightseeing schedule will vary, on most days you will leave the hotel between 8-9am and return back between 4-6pm.

While there will be a lot of walking to explore the sites, travel between sites will be in deluxe, air-conditioned motor coaches. Most motor coaches do not have bathrooms, but sufficient stops will be made for your comfort.

## HEALTH

Good health is important on any trip. Many sites require walking moderate distances to fully explore them. A typical day of touring

# Things to Consider...

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can expect walking distances of 3-5 miles. Some days may also include walking over uneven terrain. It is recommended to prepare for your trip by walking a couple miles several times a week. Due to the lack of handicap facilities, persons needing occasional wheelchair assistance will find many sites to be inaccessible due to stairs or rugged terrain.

Before traveling overseas, it is wise to consult your personal physician to discuss medications and any precautions necessary. Some common medications to take on your trip are: Tylenol/Ibuprofen, Dramamine/Bonine (for motion sickness), sleeping pills, laxatives, and anti-diarrhea medication. It is also recommended to pack some Band-Aids and sunscreen. Please pack all medications in original containers. All prescription drugs should be taken in carry-on luggage and not in checked luggage.

## GROUP TRAVEL

As you travel, have an open mind and enjoy the journey. Travel plans rarely go exactly as scheduled. Expect changes, delays, and weather issues. A smile and a sense of humor can be as important as comfortable shoes, maybe more. When traveling abroad, expect the unexpected and greet it with a smile.

Group travel is about enjoying people and shared experiences. This requires tolerance for differences and accepting others just as they are. Traveling with a group is very rewarding and many close friendships have developed on a tour. For some, though, it can be difficult. If you struggle to accept people different from yourself, or if you must consistently have things your own way, group travel may not be for you. Rather than risk your own happiness, and the happiness of the others in the group, individual travel is probably the best option.

***imagine*** Tours & Travel

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