

CASTLES, CATHEDRALS, MUSIC AND MORE! FREQUENTLY ASKED QUESTIONS



What time will we leave Waunakee?

Until flight times are announced (330 days prior to departure) an exact time cannot be determined. We will allow three hours travel time to O'Hare and will plan on arriving three hours prior to departure. My best guess would be approximately noon.

Which airline will we be on, and can I use my frequent flyer miles?

Until flight times and routes are announced in August 2012 we will not know which airline we will use.

- If you have frequent flyer numbers that can be applied to the flight it is your responsibility to get that information to Outta Here! Travel.
- If you want to use frequent flyer miles or purchase your own tickets you need to inform Outta Here! Travel that you will be doing this. It will be your responsibility to coordinate time and transportation with the group.

On the plane, can I sit by my spouse or friend?

Seat assignments may or may not be able to be made in advance; however, all requests will be considered.

What documentation will I need?

A valid U.S. Passport with an expiration date of at least six months after the return date is required for all passengers. In this case, the expiration date must be LATER than December 27 of 2013 (or even later if you extend your time in Europe). If you do not have this you MUST renew your passport. Outta Here! Travel can assist you with this.

Should I make copies of my passport?

Outta Here! Travel will need a copy of your valid passport before or with the final payment. It is recommended that you make additional copies to leave at home and to store in your suitcase, in case you lose your original – this facilitates replacement.

Will we get a more detailed itinerary?

Yes, a very detailed day-by-day itinerary, including all contact names and numbers for escorts, transportation companies, hotels and the river cruise will be distributed prior to departure. It is a good idea to leave a copy of this at home so family and friends know how to contact you in case of an emergency. This detailed information (including city information for each destination) will be distributed at the final document party – about two weeks prior to departure. In addition, a detailed description of tours will be provided for advance purchase if needed.

Why should I purchase the tours ahead of time?

At some of the locations we have very little time – sometimes only two or three hours. Knowing what you want to do and how you are going to do it can save a lot of time and energy (and frustration). If enough people are interested in any optional tour, Outta Here! Travel can make the necessary arrangements, usually at a reduced group rate. PLUS – you pay in advance; reducing the amount of cash you need on the trip.

I'm single and want to travel by myself – can I do that?

Of course! Single travelers are welcome! There is a single supplemental charge of \$940 if you do not want a roommate. All other restrictions, penalties and payments apply.

I'm traveling alone and want to room with my friend – how do I do that?

Individuals wishing to room with a specific person must make sure that BOTH parties request the other on their reservation form. Individuals who want a roommate but have not listed a traveling companion will be assigned partners of the same gender in a random manner.

What type of hotels will we be staying at?

All hotels on the tour will be either 3-star or 4-star in quality.

What happens when we check into our hotels?

Each tour participant is pre-registered by advance reservations. Upon arrival, room keys will be obtained by the tour director and distributed accordingly. Arrangements will be made for your luggage to be delivered to your room and returned to the motor coach at check out time.

What kind of hotel room will I get?

The hotel makes room assignments in an impartial manner. All rooms are requested to be nonsmoking rooms. If any special type of room (e.g., smoking room, ADA accessible room) is required, please advise Outta Here! Travel at the time of your reservation.

Can I room near my friends?

Every effort will be made to ensure you are rooming near friends, but no guarantees can be made.

What river ship will we be cruising on?

We don't know yet exactly which ship we will have; however, the cruise line is EuroRiver Cruises and the ship will be similar to the Boheme, Douce France, Saint Odile, or Modigliani. These ships carry between 120 and 150 passengers and have 60 to 80 cabins, all outside on two decks, both of which are above the water level. None of the cabins have balconies, due to the river locks the boats must pass through.

What will the rooms on the ship be like? What amenities will the ship offer?

All the rooms on the ship have shower and toilet, hairdryer, satellite TV, radio, safe, central heating, 220V electricity, and air-conditioning. All boats have a lounge-bar with a dance floor, bar, dining room, large sundeck with deck chairs, and a gift shop. All meals on board are included; lunches and dinners include wine and beer.

Can you accommodate special dietary needs?

No, sorry, special dietary needs cannot be accommodated.

I have a disability – can I still come?

Yes! Any disability requiring special attention must be reported to Outta Here! Travel at the time of the reservation. Outta Here! Travel will make reasonable efforts to accommodate the special needs of tour participants, but is not responsible in the event it is unable to do so, or if any of the vendors deny services. We strongly advise persons with special needs to travel with a qualified and physically able companion. Outta Here! Travel Tour Directors and/or Drivers are not to act as a travel attendant to any client with special needs, or physically lift or assist clients into transportation vehicles. Please note: the Americans with Disabilities Act (ADA) is not applicable outside of the United States and facilities for disabled individuals may be limited.

Will the tour be escorted?

Yes, there will be an Outta Here! Travel representative with the group the ENTIRE time. In addition, there will be a KI Concerts manager (the company we are using in Europe that specializes in concert promotion and performance specifics) with us from Cologne to Garmisch.

I've never been on an escorted tour before – what's it like?

It's marvelous! Group travel attracts good-natured realistic travelers and requires an agreeable acceptance of situations, as they exist. Tolerance of the unexpected makes for a pleasant and enjoyable experience.

I want to venture out on my own – can I do that?

OF COURSE!! But please be mindful of any obligations you may have for the rehearsals and performances while on the tour. If you will not be accompanying the group on any of the other planned excursions or stays, please tell the Outta Here! Travel representative so that we are not searching for you. If you need any assistance with any plans please contact Outta Here! Travel at 866-593-1313 or email Brenda@outta-heretravel.com.

How and when will we rehearse the music before the tour departs?

CDs for every voice part will be provided to singers one year before departure. Weekly rehearsals at the First Presbyterian Church of Waunakee will begin in January 2013. We will give a dress rehearsal concert at the church just before departure, probably on Saturday, June 8, 2013.

When will we rehearse on tour? When and where will we perform?

Again, this tour is over two years away and all of the specifics for performances have not been finalized. Until the group is formed and deposits paid no space can be held or confirmed. Performance samples and song lists must be submitted to each venue for approval. It is expected that by a year prior to departure most of this information will be available (provided the group has submitted the necessary materials for approval). As soon as this information is available it will be distributed to the group via email and will be posted on the dedicated website:

http://www.outta-heretravel.com/WAUNAKEE_2013.html. KI Concerts will be assisting with all the rehearsals, performances, and promotions for all the concerts in Europe. They are a world- class company that specializes in venue organization.

What if I'm not a singer – what do I do when the choir is rehearsing or performing?

You have the choice of staying at the concert venue and enjoying the rehearsal or performance, or doing some sightseeing or shopping on your own. Please make sure you know when and where to meet up with the group again.

How many checked bags can I bring?

Everyone is allowed one checked bag – not to exceed 50 pounds and not to exceed 55 inches (length, width and height added together). This bag will be delivered to your rooms while on tour. Any checked bags beyond that will incur a fee of \$5 per day (plus any additional fee imposed by the airline). See the next paragraph if you wish to check a traditional carryon size bag in addition to a larger suitcase.

What about carryon luggage?

Carryon bags are limited to one in addition to one personal item (purse, laptop, camera bag, etc.) and are the responsibility of the passenger. Please note – this carryon bag will need to be in your lap or at your feet on the motor coach – space is very limited. If it has to be put under the bus because of size (and there may not be room for it) there will be a charge of \$5 per bag per day.

ONLY the first 20 people to sign up and pay for this option will be allowed a carryon bag that goes under the bus.

What kind of clothes should I pack?

Clothes for travel in Europe should be casual and comfortable. While there is a captain's dinner on board the boat, as well as welcome and farewell dinners, these are by no means formal. Smart casual is appropriate. Be sure to bring whatever clothing you will need for your performances. Good quality walking shoes are a MUST!! (but should not be new). Most streets are cobblestone and may be difficult to navigate.

What will our performance attire be?

We'll wear simple black clothing for our performances, with some sort of colorful accent – the cost will not be high.

What else should I pack?

All medications and items of a personal nature should be kept in your carryon. Any liquids beyond those allowed by the airlines in your carryon (three-ounce containers in a quart Ziploc bag) should be packed in your checked bag. You may want to bring a small umbrella, a rain poncho, a sweater or light jacket, binoculars, camera (extra batteries or memory cards), washcloth (most European hotels don't have them), sunscreen, a hat, sunglasses, a travel journal, and an electrical converter if you need to use any electrical appliances or charge cameras or phones. Fine jewelry and expensive watches may be best left at home.

What kind of bus will we have?

Outta Here! Travel uses state-of-the-art motor coaches, which are climate controlled with comfortable reclining seats, rest rooms, a public address system, GPS units, and large panoramic windows for your viewing enjoyment. Note: It is difficult to maintain the coach at a temperature that is comfortable for everyone; a light jacket is suggested. No special requests for seating at the front or back of the motor coach will be honored.

Can I smoke?

In accordance with the law and in the interest of the health and comfort of all passengers, smoking is not allowed on board any motor coach.

Do I have to be in excellent physical condition?

No, you don't have to be in "excellent" condition but your health and physical condition are important. If you enjoy walking and moving about you will have a great time on the tour. Be sure to bring comfortable (not NEW) walking shoes.

Can I get my prescriptions refilled on the trip?

No, not usually – it is very difficult to get prescriptions refilled while en route. Bring a sufficient supply of prescription medication to last the duration of tour. Keep medications on your person at all times.

What if I get sick?

In the event that you become ill or injured while on the tour, the escort will make every effort to meet your immediate medical needs with the assistance of local medical staff. Outta Here! Travel is not responsible for your return airfare or any medical expenses. Check with your health insurance provider prior to travel with any questions regarding coverage in the event of an accident or illness.

Can I use my phone?

It depends on your carrier – check with them on availability of service and make sure the cost is not outrageous.

What is the time difference?

In all areas that we are traveling to, the time is seven hours later than in Wisconsin.

How much money will I need?

Spending and shopping is always of a personal nature – plan for what you might like to spend.

What money is used where we are going? What about credit / debit cards?

The Euro is accepted in all the places we will be visiting. In addition, credit cards and debit cards are usually accepted, and will usually get you the best exchange rate. However, your bank may charge a conversion fee or have travel restrictions on your cards – make sure you contact your bank prior to departure so they know you will be out of the country (so they don't put a temporary hold on your card) and ask them any specific questions you may have.

How do I get money in Europe?

Use your debit card at an ATM for the best rates. Exchange counters usually charge high fees.

Should I tip in restaurants or on tours?

Make sure you always have small coins for tips for guides of optional tours and in restaurants. Just a note – most restaurants include a gratuity in the cost of the meal and waiters do not expect a 15-20% tip as is common in the United States. A Euro or two is all that is necessary to bring a smile to their faces!

What about tipping in hotels?

Motor coach tours include most necessary tips for bellmen, doormen, and dining room meals as noted on itineraries, plus all taxes unless otherwise indicated.

Should I tip our tour directors and drivers?

Tips are appreciated by the tour directors and drivers who work diligently to ensure your trip is enjoyable. The suggested per person amount is \$3.00 per day for each tour director and driver (optional).

What does the tour price include?

Prices include estimated airfares and fuel surcharges and taxes – these are subject to change and will be finalized 330 days prior to departure. Prices are based on current exchange rate and may change before final payments are made.

The list of specifics included in the tour can be found in the tour brochure and on the website.

When is the deposit due and how much is it? Is it refundable?

An initial deposit of \$500 per person is due to confirm your space on the tour. This will guarantee the base price of the tour (it does NOT guarantee price fluctuations due to exchange rate, fuel surcharges, additional taxes or unforeseen cost increases – these are not guaranteed until final payment is made and flight prices and schedules are confirmed).

If you plan to purchase trip insurance, paying for it (\$140) with your original deposit will guarantee the coverage of pre-existing conditions.

The deposit and the insurance are both fully refundable if the trip does not meet the minimum requirements of 41 total travelers and 34 minimum singers.

Why deposit now?

It is important to make your deposit by July 31, 2011, to ensure the base cost of your tour does not change. Making this deposit allows Outta Here! Travel to pay deposits to hotels, the cruise, and tours, and guarantees that space for the group is held. For those reserving space and paying the deposit after July 31, 2011, the total tour cost will have a minimal increase (see below).

What happens if I can't decide yet and make my initial deposit after July 31, 2011?

If you reserve your spot on this tour after July 31, 2011, your total tour cost will increase accordingly:

- From August 1, 2011, to December 1, 2011: \$250 per person
- From December 2, 2011, to August 1, 2012: an additional \$300 per person (\$550 total)
- From August 2, 2012, to March 31, 2013: an additional \$500 per person (\$1,050 total)

Any reservations made after March 31, 2013, are based on availability and will be at current costs and will not include any group rates or discounts; furthermore, space with the group cannot be guaranteed.

Is my deposit refundable?

If you need to cancel for a reason not covered by insurance, cancellation fees are as follows (note that the insurance payment of \$140 is not refunded):

- Until August 1, 2012: \$50 per person noninsured / \$190 per person if insured
- August 2, 2012 to March 31, 2013: \$1000 per person noninsured / \$1140 per person insured
- After March 31, 2013: NO REFUND

What are the benefits of enrolling NOW vs. waiting? Why?

If you deposit by July 31, 2011, and then cancel before August 1, 2012, you will only be out \$50 per person (plus \$140 if insured). If you wait and then decide to go on the trip and deposit after July 31, 2011 (but before August 1, 2012), you will be out an additional \$250 or \$550 per person. Assuming you can make your decision by August 1, 2012, you are better off making your deposit by August of 2011. Besides that, it helps the tour director plan.

How much does the trip insurance cost? Do I HAVE to get it?

A group policy by Travel Insured (or a comparable company) is available for \$140 per person. It is optional – you do not have to purchase it.

When should I buy the insurance?

You can purchase trip insurance at any time, but pre-existing conditions will be covered ONLY if you purchase the insurance with your original deposit.

What does the insurance cover?

It covers the following:

- Trip Cancellation: Up to Trip Cost
- Trip Interruption: 100% Trip Cost
- Trip Delay: \$500 (\$150/day)
- Baggage & Personal Effects: \$500
- Emergency Accident & Sickness Medical Expense: \$10,000
- Emergency Evacuation & Repatriation of Remains: \$20,000

This will cover your sickness, injury, or death; it will also cover your trip cancellation or interruption caused by the death of your travel partner, a family member, or a business partner. Additional insurance or coverage to cancel for any reason is available – contact Outta Here! Travel at 866-593-1313 for a customized quote. A detailed policy description is available upon request to Outta Here! Travel. Remember, you never purchase insurance to use it – but the cost of NOT purchasing it can be high.

After the deposit, when is the next payment due?

An additional \$1500 per person is due by August 1, 2012. At this time flight schedules should be determined and will need to be confirmed. After this date, additional cancellation penalties apply:

- August 2, 2012 to March 31, 2013: \$1000 per person noninsured / \$1140 per person insured
- After March 31, 2013: NO REFUND

When is the final payment due?

The final payment is due 73 days prior to departure – by March 31, 2013.

Can I pay by check or money order?

Personal checks are accepted, as are money orders. All prices quoted are for cash or check.

Checks should be made payable to Outta Here! Travel and can be mailed to Outta Here! Travel / PO Box 31 / Oxford, WI 53952.

Can I pay by credit card?

If you wish to pay with credit card (Master Card, Visa, American Express or Discover) there will be an additional 5% fee for processing if you pay to Outta Here! Travel.

Credit card payments may also be made to First Presbyterian Church Waunakee at a lesser surcharge – contact Sue Gade in the church office for more information (608-849-4625).

What about monthly payments?

If you wish to make periodic payments, that is acceptable and an easy-pay monthly plan is available. After the initial deposit there will be 18 monthly payments of \$200 each and a final payment of \$176. Contact Sue Gade in the church office for more information (608-849-4625) on monthly payments.

Will the price of the trip change?

This trip is over two years away and guaranteed prices are not available (airfare, exchange rate, surcharges and taxes, unforeseen fees). While every effort has been made to ensure that an accurate rate is quoted, there are some circumstances over which Outta Here! Travel has no control. Any price increases will be communicated as soon as they are released.

How will I know about updates and news about the trip?

There will be a newsletter every six to eight weeks sent via email. In addition you will have access to the dedicated website at www.outta-heretravel.com/WAUNAKEE_2013.html and the blog at <http://waunakee-europe.blogspot.com>. Of course, you can always call or email Outta Here! Travel as well!

I want to extend my stay to Paris, Italy, Switzerland, etc. – can I do that? Can you help me?

YES! It is important that the decision to deviate be made PRIOR to August 1, 2012, because of the air reservations. Changes made AFTER this date will increase the cost because of penalties imposed by the airlines. ANY customized tours can be arranged. You can view a number of options on the website at www.outta-heretravel.com/WAUNAKEE_2013.html. These can be customized for each individual. It is VERY important, however, that these deviations be COMPLETED by August 1, 2012, to achieve the best pricing.

I still have questions – what should I do?

You can call Outta Here! Travel at 608-268-5718 or TOLL FREE at 866-593-1313, fax us at 608-268-3428, or email at Brenda@outta-heretravel.com. We will be happy to help you and will try to answer all your questions.

What time will we get home?

Flight schedules will be released in July of 2012. We envision a morning departure from Europe with an early afternoon arrival in Chicago. We will collect our luggage, clear customs, and board the bus to head back to Waunakee. We plan to be home by 7:00 pm at the latest.

GENERAL INFORMATION/DISCLAIMER:

- Outta Here! Travel reserves the right to accept or reject any person as a tour participant.
- Outta Here! Travel reserves the right to substitute hotels of equal or better grade, the right to alter sightseeing schedules, or substitute the type of transportation when operationally necessary, and reserves the right to cancel any tour up to seven days prior to departure.
- Tour prices include the meals, accommodations, etc., that are listed in the individual tour itinerary.
- Maid service, laundry service, telephone calls, room service, alcoholic beverages, souvenirs, and other items of a personal nature are not included.
- No responsibility will be accepted for lack of appropriate medical facilities, weather, losses, strikes, criminal acts, war, terrorism, computer difficulties, delay or other complications not under the supervision of Outta Here! Travel.