



C I Destinations
"The difference is in the details"

Frequently Asked Questions ***Tuscany***

How much is due to reserve our space? A deposit of \$450 to reserve your space and final payment is due upon receipt of your invoice approximately 120 days prior to your departure.

How much are the fuel surcharges? Due to the fluctuating gas prices this charge varies from day to day. C I destinations has included a flat amount in your original tour price. The final amount will be stated on your final invoice.

How do I purchase travel insurance? You have up until the time of your trip to purchase travel insurance but only 14 days from the date of your initial deposit to purchase insurance that will cover pre-existing conditions through Travel Ex Insurance at 1-800-228-9792.

Why do you need a copy of my valid Passport? The TSA (Travel Safety Administration) requires us to have a copy of your passport at time of airline ticketing. This information is confidential and will only be shared with the airlines.

When will my final travel documents arrive? Final documents will be ready 2 weeks prior to your departure and will be distributed by the chamber of commerce.

What types of health precautions should I take? There are no health precautions required for your trip to Italy. Please feel free to review what the CDC (Center for Disease Control) recommends for traveling to Italy:

<http://wwwnc.cdc.gov/travel/destinations/traveler/none/italy>

Will I have to walk and climb stairs? Yes. There will be a moderate amount of walking and you should be able to use stairs.

Do we need to book optional tours now? No. The optional tour information will be sent with your final statement and can be booked up to 30 days prior to departure. Payment is due with your completed form.

How long is the flight? Depending on what airline and arrival city you travel on it is approximately 10-14 hours of flight time.

Will our group fly together and how are seats assigned? We strive to keep our groups together but, due to flight schedules and group size, this is not always possible. When we ticket your flight we will make every effort to arrange appropriate seating for you and your travel companion. C I Destinations cannot guarantee that airlines will grant our requests. Please note that some airlines may change aircrafts before your departure which could affect seating assignments.

Is transportation provided to the airport? No. You will need to make arrangements to get to the airport.

What are the airline luggage restrictions? You are allowed one piece of checked luggage that is less than 50 lbs.; one carry-on; and one purse or small backpack. If you need to check an additional bag, it will need to be less than 50 lbs. and will cost approximately \$50 each way. These are the current guidelines, but we recommend that you contact the airline carrier a week before your departure.

What types of items should I pack? Besides your essential items make sure you have comfortable shoes and clothing as well as a jacket for when it cools down. Pack as lightly as you can.

Can I extend my trip or fly from a different airport? Yes. If you have any special requests please contact C I Destinations at 1-559-573-7156 and one of our representatives will be happy to help you.

What do I do if my luggage is lost? If your luggage is lost first notify your driver/guide then go to the airline customer service desk and file a claim before leaving the airport. Please list the hotel from your final documents as your contact address to ensure your luggage will be delivered to you when found.

What do I do when I arrive in Italy? Once your flight lands please put on your C I Destinations name badge and go to baggage claim. After you claim your luggage go to customs. Proceed to the public meeting area where your driver/guide will be waiting with a C I Destinations sign.

What do I do if the airline changes or delays my flight? If your flight is changed/delayed more than 2 hours or where you are unable to connect to your next flight please contact our emergency number (listed on your final documents) so that we can let our transportation team know when to expect you.

What is included in our room? Direct phone, satellite TV, blow dryer, mini-bar, and in-room safe.

What type of transportation will be used in Italy? We use deluxe motor coaches with experienced drivers/guides for all tours and transfers. All travel arrangements have been taken care of for you.

What type of currency is used in Italy and what is the exchange rate? The euro is the currency of Italy. You can find the exchange rate at: <http://www.xe.com/>

Am I required to tip? We recommend 3-5 € per person to your guide per day, 1-2 € per person to your driver per day and 2 € per person for the local sightseeing guide. Tips are optional but customary on these tours.

Will my cell phone work in Italy? Please contact your cellular phone provider to see what options are available to you.

What will the weather be like in Italy during our trip? The weather will be wonderful! The temperature in March is in the mid 60's.

What is the type of electricity in Italy? You will need to bring an adaptor since the volts are 220.

Is the water safe to drink? Yes the water is safe to drink in Italy.