



Our goal is to ensure each traveler has an enjoyable, culturally enriching, educational, and fun tour with a minimum of hassles or worries.

Part of making a tour a success is setting realistic expectations. We do our best to describe the hotels we use, the people who go on our tours, what's included/not included, what our tour leaders and guides do, physical demands of a tour, what we do in case of a medical/health situation, what the itinerary is like, how we do business, and what we do to prepare each traveler.

## **This is what to expect on a Traveling Professor Tour:**

### **Hotels**

- Centrally located, clean, comfortable hotels near attractions, transportation, restaurants, and shopping. They are in neighborhoods where travelers feel comfortable walking around, day or night. In Europe, they are generally family-run hotels offering exceptional hospitality. We feature hotels that are 3-star deluxe and better in quality unless specified otherwise on the itinerary.
- Each room has a private bathroom.
- For tours in hot weather months, hotels have AC.
- Single, double/twin, and sometimes triple rooms are available.
- All have elevators, however, it may be necessary to walk and/or carry luggage up a flight or two of stairs on occasion.
- Breakfast is included.
- Nearly all rooms have hair dryers. If there is not a hair dryer in a room, one will be provided.
- European hotels are usually smaller than what we are used to here in North America. When we stay in cities, expect typical city noise.
- All rooms are designated as non-smoking.
- All hotels have Internet access.
- Examples of hotels we use:
  - **Paris:** Hotel des Grands Balcons, Hotel Belloy, Hotel Saint Severin
  - **Italy:** Hotel Nord (Rome), Hotel D'Azeglio (Rome), Hotel Casci (Florence), Hotel Il Guelfo Bianco (Florence), Hotel al Piave (Venice), Hotel American Dinesen (Venice), Hotel Belludi 37 (Padua), Hotel Majestic Toscanelli (Padua), Hotel Grand Excelsior Vittoria (Sorrento), Pallazo Januzzi (Sorrento)
  - **Peru:** El Mapi (Aguas Calientes), El Tambo (Lima), Terra Andina (Cusco), Reserva Amazónica (Peru Jungle)
  - **Norway/Copenhagen/Iceland:** Boersparken Oslo Hotel, Fretheim Hotel (Flam), Hotel Grand Terminus (Bergen), Hotel Admiral (Copenhagen), Holt Hotel (Reykjavik)

### **Who Goes on Our Tours**

- Europe tours consist of about 12-15 adult travelers. Peru trips may have a few more. Travelers come from all over the United States, Canada and sometimes beyond.
- Ambitious travelers who want to see and do a lot. This is NOT a bus tour where 25-60 are taken from location to location on a bus driver's schedule. In Europe public (and on occasion, private) transportation moves us around quickly and efficiently at OUR pace and schedule.
- Although each tour is different, most are between the ages of 40 and early 70's. About half are solo travelers, others have a travel partner. Peru tours tend to be a younger with more single travelers. We don't take anyone under age 25 with us. Our travelers like the social aspect of traveling with a small group of like-minded people and put forth the effort to get along with others.
- The Professor prefers to talk/email or meet everyone who goes on our tours to make sure it is appropriate for them.
- If you have a group of eight or more, a private tour can be arranged.
- Our tours are designed for active, healthy travelers. It is expected that travelers are in good physical and mental health, can keep an active pace for a full day of touring. They do not have mobility issues and are able to handle their own luggage without assistance.

### **What's Included**

- Knowledgeable and experienced tour leaders accompanying the group from start to finish.

- Licensed, authorized, expert guides. They are personable and knowledgeable.
- Lodging and all breakfasts. On some tours lunches and dinners are included.
- All local transportation (bus, rail, small van, ferry, water taxi). Transportation for day trips outside of the city as specified on the itinerary.
- VIP admissions as specified on itinerary. In nearly all cases museum admissions are “no wait in line, no appointment needed”. We also provide admission for many attractions not on itinerary.
- Private limo/van pickup from the airport to the hotel in the city the tour begins on our Paris and Italy tours unless specified on the itinerary.
- Daily itinerary and trip planning/preparation. All travelers are well-prepared.
- We take care of just about everything except personal expenses.
- Personal service from The Traveling Professor before, during, and after the tour.

#### **What's Not Included**

- Meals not specified on the itinerary.
- International airfare or airfare not specified on itinerary.
- Personal expenses.
- Travel insurance.
- Transportation not specified on the itinerary.

#### **Tour Activity Level**

- Our tours are for ambitious, healthy and physically capable travelers. We like to be on time and ready to go. We want everyone to be happy with an active pace. If you are physically healthy and active, our tours are for you.
- Expect to walk as much as 5-7 miles per day, up and down stairs, along cobblestone streets and uneven surfaces while keeping an active pace. Some optional activities on our tours may be even more physically strenuous.
- We do our best to describe the physical activity level on individual tour itineraries. If you are not sure, ask.
- Please consult with your medical professional if you have any type of physical condition which may impact on or interfere with participation on any of our tours. On Peru tours, travelers may wish to consult with a physician to determine if altitudes (up to 13,000 feet) are appropriate for them. We sometimes climb steep, rocky walkways in Peru. On Peru tours travelers need to consult with a health professional regarding immunizations.
- Travelers are expected to carry their own luggage without assistance. Pack light.
- On Europe tours, after an orientation by the tour leader, travelers should be able to use public transportation on their own if needed.
- Although it varies, on European tours we start at about 9:30 each day and we like to program about 3-6 hours of guided touring including a break for lunch. In Peru, we usually start earlier and may have longer touring days.
- Travelers need to understand any tour is stressful considering time zone changes, dietary changes, physical activity, and environmental changes. Individual trip itineraries provide more information.
- At tour guide/leader discretion, we may require a traveler to not participate on certain activities if it is deemed by the guide/leader it is too strenuous or may endanger their health or well-being.

#### **Guides and Tour Leaders**

- Tours leaders are with the group 24/7 staying in the same hotel. They know the ins-and-outs of the city including good restaurants, how to get around, shopping, where the pharmacy or laundromat is, even where to get a shirt pressed. Their primary responsibilities:
  - Welcome and greet travelers at the hotel.
  - Provide general and practical information about the city we are visiting.
  - Conduct an orientation at the commencement of each tour.
  - Keep the group on schedule and lead the daily itinerary.
  - Take care of details such as tickets and tours. Leave the planning and worrying to our tour leaders. They are well-organized, prepared, knowledgeable, and do all the work to ensure the trip goes smoothly.
  - Arrange for group dinners.
  - Handle issues that may arise in scheduling, disruptions in the itinerary, lost passports, etc.
  - Help and advise those wishing to plan their own daily touring activities.
  - Tour leaders are generally available from breakfast to about 9:30 pm. Of course they are available in case of an emergency anytime.
- Tour Guides are licensed professionals with in-depth knowledge of the tour they are conducting. They greatly enhance the travel experience with their expert commentary and local knowledge. All of our professional guides are personable and welcome your questions. We feel our professional tour guides separate our tours from the rest.

### Daily Itinerary

- Before each European tour, questionnaires are distributed to each traveler regarding preferences. A customized itinerary is distributed to travelers about 2-3 weeks before the trip.
- It is expected that each traveler be present and on time for events, activities, and departures. No one likes to wait around for latecomers. If you are not present at the scheduled time for an activity, we assume you choose to go on your own instead of joining us.
- If choosing to do an activity on your own for the day, our tour leader will be happy to help with those plans.
- Sometimes itineraries need to be adjusted for severe weather, unexpected closures, labor actions, safety, or for unanticipated reasons. We do our absolute best to deliver the itinerary we design for you.

### How We Prepare Each Traveler

- We advise travelers on weather, how to get to the hotel, packing lists, dangers and warnings, local customs, money matters, and just about everything else that can be reasonably expected on a tour. Each traveler is well-prepared for their journey. We are here to help you before, during, and after the tour.
- Although international airfares are not included, we are happy to advise on air travel. The best site for air travel planning is [matrix.itasoftware.com](http://matrix.itasoftware.com)

### In Case of Medical Emergencies/Situations

- Traveler health and well-being is of paramount concern to our guides and tour leaders.
- We strongly advise travelers to obtain health travel insurance and keep an oversupply of personal medications.
- We insist travelers write down emergency contact information on the back of a copy of their passport. Also list special health care instructions as well as all prescription medications. Carry at all times and have this document easily accessible in case of a medical situation.
- Our tour guides/leaders are NOT health care professionals but can direct you to the nearest emergency room, hospital, or pharmacy if necessary. We may not be able to escort you there personally.
- If necessary, our guides/leaders will ask the front desk of the hotel to call a health care provider for you.
- All health care expenses plus any associated costs are responsibility of the traveler.
- At the discretion of the guide/leader, we may not permit you to join certain activities due to risks associated to your health, safety, or well-being.

### Deposits, Payments and Refunds

- Payments and deposits are made to **TRAVELING PROFESSOR LLC**. Mailing address is TRAVELING PROFESSOR, PO BOX 747, GREAT BARRINGTON, MA 01230. Email is [info@travelingprofessor.com](mailto:info@travelingprofessor.com). Phone is 413.528.2125.
- Payments and deposits may be made by check, cash, and PayPal transfer. If paying by bank/credit card or PayPal, the surcharge by the credit card company or PayPal (usually about 3%) is added.
- Refunds are prompt, usually within 7 business days of cancellation.
- Any non-refundable fees charged by financial institutions or PayPal to The Traveling Professor may not be refunded to the traveler.
- A deposit secures a place on a tour and guarantees the price of the tour at the time it is received. The amount of deposit is applied towards the cost of the trip. Usually, a deposit of \$400-\$600 per person is requested. Deposits are acknowledged within 48 hours of receipt, by email, unless The Professor is on a tour.
- Deposits are fully refundable, no questions asked, if a request for a refund is made within 21 days of receipt. However, if the request is made within 60 days before the start of the trip, the deposit is not refundable. An exception to the policy is that if the tour is filled to capacity before departure.
- When a deposit is received, an invoice is generated and sent to the traveler by email. It will show the deposit amount, the cost of the trip, the amount due, and payment due date. Payments are usually requested about 60 days before the commencement of a European tour, 75 days before a Peru tour.

### Trip Insurance

- It is strongly, strongly advised that all travelers have health/evacuation insurance coverage for the period of the tour.
- Please note that most travel insurance companies will only insure for pre-existing conditions if the insurance policy is purchased within 14 days of the payment of any initial deposit for a trip.
- In the event a traveler receives reimbursement of travel expenses through a trip insurance policy, any additional payments reimbursed by The Traveling Professor will not exceed the traveler's cost of the trip. For instance, if the traveler has made a \$2,600 payment to The Professor, then receives reimbursement of \$2,000 as a result of processing a travel insurance claim, the maximum amount that may be reimbursed by The Traveling Professor would be \$600.

**When Do We Know if a Trip is a “Go” or if it is Cancelled?**

- Before a trip is confirmed as a “go”, travelers are advised not to purchase non-refundable airfare.
- As soon as 6-8 people are confirmed with a deposit paid, the trip is a “go” and travelers will be notified by email.
- If we do not have at least 6 travelers confirmed with a deposit 60 days before a Europe trip, 75 days before a Peru trip, the trip will probably be cancelled and all deposits and payments are refunded in full.
- A wait list is established when tours reach capacity.

**About The Traveling Professor**

- Traveling Professor LLC is a registered Limited Liability Corporation in the State of Massachusetts.
- Traveling Professor is registered as a business entity with the State of New York.
- Communication between The Traveling Professor and travelers is primarily done via email and then by telephone. Professor Solosky also has opportunities to meet with travelers at trade shows, speaking engagements, and through his frequent travel in the United States.
- The Traveling Professor carries tour operator’s insurance.
- Professor Solosky’s philosophy is to provide an outstanding travel experience combined with an unsurpassed level of personal service at an affordable price.

**Privacy**

- In some cases The Traveling Professor will need copies of passports or drivers licenses or other similar documents to purchase tickets or make reservations on the traveler’s behalf. This information is only shared with appropriate parties directly involved in making those travel arrangements. After a tour is complete, The Traveling Professor destroys any such documents in paper and/or digital format in his possession.
- Traveler email addresses are shared with others travelers only with the e-mail owner’s permission.

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