



# Simply Nice Tours LLC

your personal travel specialist to Wales and England

## Frequently asked questions

### ACCOMMODATIONS

What will our accommodations be like?

Hopefully different from that you are used to. We want to offer you different from Holiday Inn and the Sheraton. Your tour price will be based on the type of accommodation you choose, Budget, Standard or Superior.

We like old places. We use smaller hotels, coaching inns, farms, and B&Bs with character. You will have a private bathroom.

There will be no air conditioning and no phones in room unless you have chosen Superior accommodation.

King size beds are only offered for the Superior package.

If you are cold in bed ask for a hot water bottle.

Your accommodation will have hairdryers and irons on request.

**Warning** some rooms will over look lush green fields, with cows and horses; other rooms may look out to sea.



### AIRPORT MEETING

How do we find you at the airport?

When your plane arrives at the gate if you look out the plane window we are usually on the runway waving to you with two paddles. You will pass through, passport control / security, baggage claim, and then customs.

When you pass through customs you will enter the main hall of the airport. We will be in this area holding a Simply Nice Tour sign. If we are not there, don't panic, we may be meeting other clients at a different terminal.

Every airport terminal has a Meeting Place, grab a coffee and wait there at the Meeting Place. If we are not there in 30 minutes just ask your airline staff or information desk to call the number of your tour guide.



### ENTRANCE FEES

Are entrance fees to the various places we visit included in the tour cost?

When we plan the tour you can choose to have entrance fees included in the price, or you can choose to pay your own way, the choice is yours



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### PROBLEMS

What if I have a problem?

For any problem, see your guide first to see if it can be resolved. If there is a problem with your room, talk with your guide first before the hotel. Usually they can intercede on your behalf to get something fixed

*"If we are unable to resolve your problem to your satisfaction, please put in writing to Stephen Hughes with in 30 days of the last day of your tour."* contact details are at the bottom of this page.

### SAFETY

How safe are the places we visit?

Common sense needs to be applied; tourists are sometimes targeted by thieves. **Passports, air tickets, money anything of value, should never be left in the tour vehicle**, carry these items with you. All hotels have a safe where passports and tickets can be deposited. Just don't forget to collect them when you depart.

### SHOPPING

Is it more expensive to shop in UK?

Yes. Most items are more expensive than in the USA. Quality of goods tends to be higher in Britain. Woollens, tweeds and china are still bargains. Britain has a sales tax (VAT) of 20%. This tax may be reclaimed on goods taken out of the country as you leave Britain. However only larger stores in major tourist areas are able to handle VAT claims, or a specialty store that ships items overseas. Talk to your guide on how this works.

### TIPPING

What do I tip the guide?

Our guides will not ask nor do they expect a tip. If you feel they have done an outstanding exceptional job and want to give them a positive feedback tipping is completely left to your discretion.

### USEFUL TELEPHONE NUMBERS

USA office Stephen Hughes  
717 243 5112 office  
simplynicetours@comcast.net

Stephen Hughes  
Simply Nice Tours LLC  
www.simplynicetours.com  
250 S. Pitt Street  
Carlisle, Pennsylvania  
USA 17013  
717 243 5112