

Important Information for your trip to the UK

IN CASE OF EMERGENCY / PROBLEM WITH SERVICES / DELAYED ARRIVAL :

Our local suppliers are pleased to act as your hosts and will do everything they can to ensure that your vacation goes smoothly. They are located in the same time zone as your itinerary and can provide immediate assistance if necessary. Please call them if a problem should arise and give them the opportunity to find a resolution during your stay. Please be sure to contact them to re-confirm your arrival transfer if your flight or train is delayed.

MW Tours – for UK Hotels + private airport/rail station transfers by car:

Office hours: Monday - Friday 8:30am – 5:00pm

Office phone number: +44 (0)1708 477 285. If calling after office hours an emergency number will be provided on the message – you must call this number to notify of changes/delays – especially for all private transfers!

Note: For Best Western hotels or hotels confirmed by Travco or Gulliver's – please deal directly with the hotel for any issues during your stay.

Golden Tours – for all sightseeing tours in and from London:

Office hours: 7:00am – Midnight, 7 days a week

Office phone number: +44 (0)20 7233 7030

CityTransfers UK shuttles – for shared shuttle transfers to/from London Heathrow + Gatwick

Office hours: 24 hours a day, 7 days a week

Office phone number: +44 (0)208 969 2777 or 0800 389 8368 (toll free from UK only)

*Phone tip – when calling from within the UK no need to dial the country code (+44)

Your Vouchers/Travel Tickets:

- You have been given a voucher / travel ticket for each segment and / or service that you purchased for your trip. To redeem these services, give these vouchers / travel tickets to the supplier listed on them.
- Vouchers include applicable information such as addresses, pick-up times, instructions, and telephone contact numbers for our local companies representing us at your destination.

Documentation Requirements:

US Citizens: Passport is required. Visa is not required for stays of 3 months or less. Persons other than US citizens should check directly with the British Consulate. In addition, persons visiting the United Kingdom must be able to show they have sufficient funds, roundtrip or onward ticket.

U.S. Embassy:

24/31 Grosvenor Square

London, W1A 1AE

Telephone: + 44 (0)20 7499-9000

Communications:

When dialing direct to the UK, dial the proper international access code + 44 (country code) + (city code) + (local number). The international access code if dialing from the US is 011. Audible sounds: Ringing, similar to the US ringing tone except shorter. Busy signal is again similar to the US except faster.

