

# **Important Information for your trip** **Netherlands, Belgium, Luxembourg**

## **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 regarding your hotel, tour or transfer 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.

### **Amstour Holland – for hotels in the Netherlands + Belgium + Luxembourg:**

Office hours: Monday - Friday 9:00am – 5:30pm (closed on public holidays)

Office phone number: +31 (0)20 530 4430

After hours: Please call the above number and on the answering machine clearly leave your name and telephone number where Amstour can reach you. For urgent matters please call the emergency phone number as listed on the answering machine.

**Note:** For Best Western hotels using the Advance rate card or Minotel hotels – please deal directly with the hotel for any issues during your stay

### **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 each of the suppliers 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.

### **Transfer and Sightseeing Tours:**

If you need to change either of these services you must contact Amstour Holland at least 48 hours prior to the service date.

### **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 Netherlands, Belgium and Luxembourg Consulates. In addition, persons visiting these countries must be able to show they have sufficient funds, roundtrip or onward ticket.

### **U.S. Embassies:**

Lange Voorhout 102  
2514 The Hague, Netherlands  
+31 70 310 2209

Regentlaan 27 Boulevard du Régent  
1000 Brussels, Belgium  
+32 (0)2 508 2111

22 Boulevard Emmanuel Servais  
2535 Luxembourg, Luxembourg  
+352 46 01 23

### **Communications:**

When dialing direct to the Netherlands or Belgium, dial the proper international access code: + 31 (country code for Netherlands) or +32 (country code for Belgium) or +352 (country code for Luxembourg) + (city code) + (local number). When calling from within either country please dial 0 before the city code. 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.