

Important Information while on your trip

GERMANY

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

Your vacation package includes the services of our local suppliers, who are your hosts and will 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.

Becker's Travel (for cities Cologne, Frankfurt, Central Germany)

Office hours: Monday - Friday 9:00am – 6:00pm

Office phone number: (49) 69 609 1860

After hours number: Same number, call rerouted to mobile numbers

Becker's Travel (for Berlin, Dresden, Hamburg, Hannover, Northern Germany)

Office hours: Monday – Friday 9:00am – 6:00pm

Office phone number: (49) 30 269 3940

After hours number: Same number, call rerouted to mobile numbers

Top Tours Travel (for Munich and Bavaria)

Office hours: Monday - Friday 9:00am – 5:00pm

Office phone number: (49) 89 4523079-0

After hours number: (49) 151-271 509 21

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

TOURS AND TRANSFERS:

Please note that if you need to cancel a day tour or transfer during your trip, you must contact Becker's Travel or Top Tours at least 48 hours to advise.

YOUR VOUCHERS / TRAVEL TICKETS:

- You have been given a voucher / travel ticket for each segment and / or service that you have 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.

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 German Consulate. In addition, persons visiting Germany must be able to show they have sufficient funds, roundtrip or onward ticket.

U.S. Embassy:

Neustädtische Kirchstr. 4-5

10117 Berlin

Telephone: (49) 30 2385 174

Gießener Str. 30

60435 Frankfurt am Main

Telephone: (49) 69 75350

Königinstrasse 5

80539 München

Telephone: (49) 89 288 80

Communications: When dialing direct to Germany, dial the proper international access code +49 (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.