

Important Information for your trip

Scandinavia

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.

Tumlare/UNIVERSAL NETLINK – for all Hotels + tours + airport/rail station transfers:

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

Office phone number: +36 1 887 0900 (they are located in Budapest, Hungary)

After hours number: +36 30 689 9709 (in case of emergency only; a call back service is offered to all clients, so please give your name and telephone number so the person on duty will call you back)

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:

Please note if you need to change either of these services you must contact Tumlare 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 consulate of the country they're visiting. In addition, persons visiting Denmark, Norway, Sweden, and Finland must be able to show they have sufficient funds, roundtrip or onward ticket.

U.S. Embassies in Scandinavia:

Dag Hammarskjölds Allé 24
2100 Copenhagen, Denmark
Telephone: + 45 33 41 71 00

Drammensveien 18
0244 Oslo, Norway
Telephone: +47 22 44 85 50

Itäinen Puistotie 14 B
00140 Helsinki, Finland
Telephone: +358 9 616 250

Dag Hammarskjölds Väg 31
SE-115 89 Stockholm, Sweden
Telephone: +46 8 783 5300

Communications:

When dialing direct to Scandinavia, dial the proper international access code + the country code (45 for Denmark, 358 for Finland, 47 for Norway, 46 for Sweden) + (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.