

Important Information for your trip

SPAIN

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.

Century Incoming: Madrid, Barcelona, Bilbao, San Sebastian, Pamplona, Mallorca, Valencia

Office hours: 9:00am – 6:30pm Monday- Friday

Office phone number: (34) 917582610

After hours (24hr) number: (34) 616462263

Andalucia Autentica/Charming Hotels: Seville, Granada, Cordoba, Marbella, and Malaga

Office hours: 9:00am- 6:00pm January-October, 10:00am-7:00pm November-December

Office phone number: (34) 952 484523

After hour's number: (34) 609542914

TOURS AND TRANSFERS:

Please note that if you need to cancel a day tour or transfer during your trip, please contact the above suppliers at least 48 hours prior 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 Spanish Consulate. In addition, persons visiting Spain must be able to show they have sufficient funds, roundtrip or onward ticket.

U.S. Embassy:

Serrano 75

Madrid 28006

Telephone: (34) 91 587 2200

Communications:

When dialing direct to Spain, dial the proper international access code + 34 (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.