**Welcome to Turkey!**

The **Euroriente Travel** team is delighted to welcome you to our wonderful country, full of history, culture, gastronomy and unique landscapes.

To ensure that you enjoy the best travel experience with us, we want to share with you some important information and very useful recommendations that will make your stay more comfortable and simpler from the moment you arrive. Please read them carefully.

**Arrival in Turkey:**

Upon arrival in Istanbul, you will be met and transferred to your hotel. Depending on your arrival airport, you will need to follow these instructions:

* If you are arriving at Istanbul **Airport (IST)** once you have collected your luggage and cleared customs, you will need to go outside gate number 8 where our representative will be waiting for you with a "EURORIENTE TRAVEL" sign.



* If your arrival is at **Istanbul Airport (SAW on the Asian side)** once you have collected your luggage and cleared customs, our representative will be waiting for you, crossing the pedestrian crossing between column 9 and column 10 with the "EURORIENTE TRAVEL" sign.



During the arrival transfer in the event that you are unable to meet our representative due to high traffic at the airport, delay in baggage claim or other problems, you must contact us on the 24/7 emergency number:

**+90 539 657 5098** WhatsApp/call, so that we can facilitate your meeting.

Airport/hotel/airport transfers are carried out by local staff, so they are not guaranteed in Spanish (arrival and departure transfers or transfers for flights contemplated in your circuit), for any problem or need contact your Spanish-speaking assistant or emergency number please. The team will be happy to help you

**Tour Contacts & Information:**

The day before your arrival in Istanbul, a local representative will contact you via WhatsApp to give you details about your arrival and schedule a meeting in the hotel lobby, where they will inform you of general recommendations of the trip, confirmed times for visits, name of your guide and will be able to solve any doubts or questions. The assistant will send you the information on schedules and order of visits through WhatsApp. If you do not receive any communication, please contact us through the emergency number.

**General tour departure times in Istanbul according to Hotel location:**

* **Historical Tour: Suleiman the Magnificent**

Category A: Departure at 08:00 am in the hotel lobby.

Category B and C (Taksim): Departure at 8:30 am in the hotel lobby.

* **Asian Part: Bosphorus Boat Trip & Spice Bazaar**

Category A: Departure at 08:00 am in the hotel lobby.

Category B and C (Taksim): Departure at 8:30 am in the hotel lobby.

* **Departure to Ankara: (may vary according to itinerary)**

Category A: Departure at 05:00 am in the hotel lobby.

Category B and C (Taksim): Departure at 8:30 am in the hotel lobby.

* **Directions:**

You must arrive at the lobby on time at the time confirmed by the tour attendant, and be attentive to meet your guide. In case you do not meet the guide, please contact your assistant or emergency number urgently.

You are on a tour accompanied by an English-speaking guide; the guide will be with the group during the circuit and will be their main point of contact. When you are in Istanbul, you might have different guides depending on the day of visits. Once we leave Istanbul for Ankara (inland circuit), you will have the same guide for the rest of the trip.

For morning pick-ups from tours in Istanbul our team of guides/assistants are Spanish and English speaking, they are organized and distributed according to the location of the hotels, so you will be picked up by one of them and taken to the meeting point in the historic area, where your English-speaking guide will meet you and the rest of the entire group to begin the tours. In this way we minimize the travel time from your hotel to the starting point of the activity.

**General pick-up times for the departure transfer to the airport according to cities:**

* **Istanbul (IST/SAW):** Pickup will be 4 hours before the departure time of the international/domestic flight, exact time will be confirmed through the assistant at destination.
* **Cappadocia/Izmir/Bodrum/Antalya:** Pick-up will be 3 hours before the departure time of the international/domestic flight, exact time will be confirmed through the assistant at destination.

**Important Notes:**

* The order of the itinerary may be varied, without prior notice, for climatic or operational reasons, always maintaining the same content of the program, including changes in the order of visits for operational reasons, location of hotels, opening and closing times of monuments or cultural places.
* The departure of the tour to Ankara is always on Mondays and Thursdays, the order of the nights in Istanbul can be varied having them pre/or post circuit depending on the day of your arrival in Istanbul.
* The internal air segments included in our circuits have a baggage limitation of 15 kg / person (the cost derived from excess baggage must be borne directly by the customers at the time of check-in with the airline). In case of need, the passenger may leave luggage at the circuit hotel as long as he returns to the same hotel (variable cost depending on the hotel assumed by the passenger), check with the assistant his return hotel.
* If you need help with your room, please contact the hotel reception so they can resolve the issue as soon as possible. If necessary, contact your assistant at your destination. As a rule, the third bed in triple rooms will not be the same size and comfort.
* For group departures to the tour that are before the opening hours of your hotel restaurant, breakfast will be taken away in the breakfast box.
* If you want to hire optional excursions to complete your trip with the best experiences, your assistant will inform you and you can purchase them through them.
* Due to the high density of population and traffic in the city of Istanbul there could be delays in airport transfers and pick-ups for tours, we ask for your understanding and patience, in case of need or urgency contact your assistant and/or emergencies 24/7: **+90 539 657 5098** WhatsApp/call.
* Euroriente Travel will not be responsible for objects or material goods lost or forgotten by the passenger during the tour, nor will it be responsible in the event of deterioration or damage to objects or material goods.

# **The Euroriente Travel team wishes you a happy trip!**