

Frequently Asked Questions

How to book/pay?

You can book online through our website. You must pay a deposit of 10% when booking to secure your place. You can pay the remaining amount, by bank transfer up to 28 days before departure.

Can you explain about the compulsory food fund?

The food fund is a necessary payment which provides you with all of your breakfasts (buffet style) as well as selected evening meals. Please see the specific itineraries for your tour.

The tour I want is unavailable, what does this mean?

This means that the tour you want is currently fully booked so you will have to consider an alternative date.

Will I get confirmation of my payment?

As soon as your payment has been processed by our accounts team, we will send you a confirmation. Please note this may take anywhere between 3 and 5 working days, depending on your method of payment.

Where do the Europe tours depart from?

All Our Budget tours start and end at the hotel we use in Amsterdam.

*Please note that because we make use of different hotels the final information will be confirmed when booking the tour.

What time do the tours depart and when will I be back in Amsterdam?

Budget coach tours usually depart at 10am on the morning of day 1. We recommend that you arrive in Amsterdam a day before the tour starts.

You should be back in Amsterdam at around 17:00 on the last day of your tour, depending on local traffic. *Please note that some itineraries are due to change in 2012. Final information will be confirmed when booking tour.

What is included in the tour price?

The tour price includes accommodation for the duration of the tour, transport by private coach, breakfasts and dinner as per your itinerary, ferry crossings (where applicable), guided walking tours and excursions as per your itinerary. On top of this, you will have a professional guide to assist you along the way with great tips and handy advice! Please refer to the tour page on the website where a full breakdown is given.

Are flights included?

No. You will have to book your own flights to get to the starting point of the tour. You will see that you can book your flights (with Travelstart), on our website. This is just to make things more convenient for you. We would recommend that you arrive at your destination a day before the tour starts

Can you provide us with airport transfers/accommodation before or after the tour?

We do not provide these services so you are solely responsible for all your arrangements before and after the tour

What kind of accommodation do you use on your tours?

We use a mix of 2 and 3 star hotels, hostels with private rooms & bungalows/Chalets within self-sufficient resorts. Clean linen is always included, so you do not need to bring a sleeping bag. We provide multi share rooms (same gender)

We have searched and invested in excellent budget options, either located in cities or well placed within public transport connections.

Do I need a visa to travel to Europe?

Certain nationalities (like South Africans) need a Schengen visa. Expat Explore will email all documentation you might need from our side for your visa application upon full payment of your tour. You will need to apply in person at the embassy where you will spend the most nights whilst on tour. Please click on the Visa link for more info

How can I get the documents I need to apply for my Schengen visa?

Expat Explore provide travellers requiring visas with an e-ticket which includes receipt of payment, an official itinerary and a list of hotel addresses. Please note that you are required to pay for your tour in full in order to receive the documents. This is an Embassy/Consulate requirement by law. Please allow up to 48 hours after payment has been completed and processed to receive your documents.

Will I get confirmation of my payment?

As soon as your payment has been processed by our accounts team, we will send you a confirmation. Please note this may take anywhere between 3 and 5 working days, depending on your method of payment.

What happens if my visa gets rejected?

Please allow sufficient time to complete the visa process (at least 3 weeks). In the unlikely event that your visa application is unsuccessful, you will be given an option to change your date subject to availability and advance notification. If you wish to cancel your tour you should notify us as soon as possible (cancellation fees apply so please look at our terms and conditions.)

Is my deposit refundable?

No, your 10% deposit paid at the time of booking is non-refundable.

What is the average age of your groups?

This tour caters strictly for 18-38 year olds. If you are an older traveller, please consider one of our "Comfort tours"

Are children allowed/is there a discount for them?

The Budget tours are only for travellers between 18 and 38 years of age.

What about room sharing?

We don't offer single supplements for our European tours. If you are a single traveller, you will be roomed with a maximum of 3 other travellers of the same gender. If you booked separately from another traveller you want to share with then please let us know.

How many other people will be on my tour?

It depends on how many other people book! There could be between 25-45 other people so you have the opportunity to make lots of friends!

Do you have storage/left luggage facilities?

No, we don't have these facilities

Do I get allocated a seat on the coach?

No, we do not allocate seats as we like to encourage you to change seats each day!

What time does each day start on tour?

Generally we like to make an early start, so that you can spend more time at each destination. Where possible your guide will arrange a later start. On your free days you can have a lie in!

Can you cater for my dietary requirements?

Before the tour starts you will receive an email from us asking you about your dietary requirements. There is always a "vegetarian" option which does not include meat. Also, we eat the local cuisine of the places we are staying so we cannot offer your native cuisine.

Do I need to change money before the tour start?

It's entirely up to you, but we don't recommend carrying large amounts of cash. You can come equipped with some Euros or change money as you go. There are also cash machines at or near most of our hotels and resorts where you can withdraw cash. If you intend to do this then make sure that your card issuer is aware that you will be travelling

How much spending money do I need for the Europe tours?

This is up to you of course, but as an indication you might want to budget for about 20-30 Euro per day. This does not include optional excursions. Lunches and some meals are not included. We do not include entrance fees to attractions and museums. We do, however, provide you with free time to see everything you want, and our guides will have all the information on pricings and locations so you can manage your own budget.