



FAQs

Q: WHO IS MY POINT OF CONTACT FOR MY UPCOMING TRIP?

A: Our traveler advocates will be your main point of contact for your upcoming trip and will be the people to answer any questions you have throughout the trip planning process. For general questions, please email friends@travelwithfriends.com.

Q: WHAT ARE THE TRIP PAYMENT DEADLINES?

PAYMENT SCHEDULE

Upon registration	\$500 deposit due per person
120 days prior to departure date	First payment of \$1,000 due per person
90 days prior to departure date	Full payment due per person

More information can be found on our "Terms and Conditions" page of our website.

Please note that any departure city requests or seating preferences are due by the first payment deadline of 120 days prior to your trip departure date. Please email these preferences and requests to friends@travelwithfriends.com

Q: WHEN WILL I KNOW THE FINAL DETAILS OF MY TRIP?

A: We provide every traveler with a traveler packet via mail within roughly 30 days in advance of departure date. Each packet includes a flight itinerary, travel journal, luggage tags, power outlet adapter and neck wallet with a name tag. Your tour host will typically communicate the specifics with the group at an informational meeting prior to departure.

Be sure to check out our website "resources" tab for more information regarding your upcoming travels!

Also, now is a great time to add us on social media to see recent trip updates, pictures, videos and much more content to get you excited about your trip.





Q: CAN I USE MY AIRLINE MILES TO PAY FOR MY PLANE TICKET?

A: Since our company books plane tickets on group contracts with the airlines, we are unable to use traveler miles to pay for your ticket. However, if you'd like to use your miles, you can book as a "Land Only" traveler and purchase your own plane tickets with your miles. We will provide you with the flight times and numbers of the group contract so that you can choose flights that line up with the rest of your group.

Q: CAN I UPGRADE MY AIRPLANE SEAT AND/OR REQUEST SPECIFIC SEATING?

A: Due to airline restrictions with group contracts we are unable to guarantee upgrades for those who select the "Land and Air" travel option. However, upgrade availability might still be available prior to your departure, and we are happy to look into the available options for you and your group. Please note that some airlines may not offer upgrades at all for group contracts.

If you would like to guarantee a seat upgrade or preference, please book the "Land Only" option for your trip and our travel services team will send you the group flight itinerary when available in order for you to book your own flight reservations. Additionally, you can always speak with a gate agent upon arrival to the airport where you can purchase upgrades right at the gate based upon availability.

For seat preferences, please submit these requests to friends@travelwithfriends.com or call the office at (501)379-9226 and ask to speak to a traveler advocate!

Q: WHAT IF I AM DEPARTING FROM A DIFFERENT CITY/STATE THAN THE GROUP?

A: If you live and/or are traveling from another destination than the group, you can request a different departure city and if possible, we will book the domestic flights for you to join the group for the remainder of the travel.

For any domestic departure city requests, please note that they are subject to additional fees outside of the group flight costs. The deadline to submit these departure city requests is the first payment deadline and/or 120 days before the departure date of your trip.





Q: HOW MANY SUITCASES CAN I BRING?

A: You have paid portage for one suitcase as your checked bag. The airlines will allow one suitcase per traveler (not to exceed 30"x21"x18" and 50 lbs). Be sure all bags are clearly marked with your name and address. Pack any medicine and valuables in your carry-on bag. On most airlines, you are allowed one carry-on bag and one personal item such as a small purse. For more information on bag requirements please see the links below specific to the airlines. Remember that you are responsible for your passport and carry-on at all times.

United: <https://www.united.com/ual/en/us/fly/travel/baggage/carry-on.html>

American: <https://www.aa.com/i18n/travel-info/baggage/carry-on-baggage.jsp>

Delta: <https://www.delta.com/us/en/baggage/carry-on-baggage>

Q: WHAT IF I HAVE A MEDICAL DEVICE? (I.E. CPAP, DIABETIC PUMP AND/OR DIABETIC SUPPLIES, ETC.)

A: Please let us know as soon as possible if you will be bringing a CPAP machine (or other medical device), and specifically if you will be using it on the plane. We will provide you with the information you will need to coordinate this with the airline. Call at (501)379-9226 or email our office at friends@travelwithfriends.com

Q: WHAT IF I HAVE, OR NEED A WHEELCHAIR?

A: If you will be bringing your own wheelchair, or if you will need wheelchair assistance during your trip, please let us know as soon as possible so that we can make the necessary arrangements for you in advance for your trip. We will provide you with the information to coordinate this with the airline. Please provide your requests to our office at friends@travelwithfriends.com.

Q: WHAT SHOULD I PACK?

A: We have a video provided that gives you tips and information on packing for your tour available on our Travel With Friend's website resource tab.

Q: WHAT IS THE TIPPING CUSTOM?

A: Tips and gratuities for portage and hotel dining are included. A voluntary Love Offering for your Guide and Driver will be taken as an expression for our appreciation. For Israel, suggested amount is \$6/day for your Guide and \$4/day for your Driver. A total of \$10/day per traveler. For other countries tipping policies, please ask a traveler advocate for more information.





Q: SHOULD I EXCHANGE MONEY IN ADVANCE OF MY TRIP?

A: Major credit cards are accepted in most places (be sure to contact your bank to alert them of your travel dates and destination). ATM's are available throughout the airports and your trip for your convenience. You may need about \$20 a day per person for lunches which can be in USD. We recommend carrying no more than \$400-\$500 in cash and keeping smaller bills on your person.

Q: WHAT IS A SINGLE SUPPLEMENT FEE AND HOW DO I KNOW IF I HAVE ONE?

A: The single supplement charge is the fee that occurs if you are in a single room on a trip. Prices are listed per component upon registration. If you are wanting to be paired with a roommate, we will do our best to find one for you. We cannot guarantee we will find a roommate to pair you with, so we recommend finding someone to room with within your group before you register. The final deadline to find a roommate is the final payment deadline. After that date, the single supplement charge will be applied to your account.

Q: HOW DO I GET MY U.S. PASSPORT QUICKLY?

A: If you need to get your United States Passport quickly, please see the link below:

<https://travel.state.gov/content/travel/en/passports/get-fast.html>

Please note passport processing times:

Routine: 8 to 11 weeks*

Expedited: \$60 additional fee. 5 to 7 weeks*

**Processing times begin the day your application is received at a passport agency or center, not the day you mail your application or apply. Average processing times cannot be guaranteed.*

Agency or Center: Must have international travel in the next 14 calendar days.





Q: WHAT DO I DO IN CASE OF AN EMERGENCY?

A: If you purchased insurance, contact your insurance provider for your next steps. This is not included in our services nor can it be purchased through Travel with Friends.

Your travel insurance provider will assist you with any reservation services, rental car, closest hotels available, organized transport services, lost passport information, and more travel related emergencies.

For travel insurance covered expenses specifically, please call the customer care center of your insurance provider.

Q: DOES TRAVEL WITH FRIENDS HAVE ANY SOCIAL MEDIA ACCOUNTS?

A: We do! Check out pictures and videos from past and recent travelers on their trips at our social media accounts below!

Instagram: @travelwithfriends

Facebook: @travelwithfriendsofficial

YouTube: @FriendsToursTravel

