Dear Mr & Mrs Scherer,

It will be my great pleasure to serve as your group's Tour Director for the 'Classical Italy' tour. I am thrilled to be your host in one of the most magical countries in the world. Would you please share the following information and my contact with Group Leaders Ms Barker and Ms Chain?

I look forward to welcoming the group at Rome's Fiumicino Airport upon their arrival on November 6. They will see me once they exit Baggage Claim & Customs. I will be holding a “Premier World Discovery” sign. We will head straight into town, for an orientation walk and photo stops around Trevi Fountain, Piazza Navona and Pantheon. It will be a great way to start soaking up local atmosphere and getting a nice lunch. Afterwards, we will head to the hotel for check in.

Please note the following details regarding our tour:
1. The flight arrives in the morning which means that the rooms might not be ready for check-in at the hotel. The hotel will do their best to have rooms available as early as possible.

2. Identification: By law, everyone must carry a form of identification (Passport) at all times. Everyone should also have a picture of their passport on their phone.

3. Dining: Dinner is typically served later in Italy, so our included meals will be between 6:30 PM and 7:30 PM.

4. Weather: Temperatures this time of year may vary. We will probably have cooler morning and evenings (around 50°F) and warmer days (around 70°F). As it is the fall rainy season, please pack accordingly.

5. Itinerary: it shows off the very best of Italy. This also means there will be some strenuous days - longer walking tours (Rome, Florence, Venice), longer driving days (Rome to Florence, Florence to Venice) and early mornings. We don't want you to miss a thing!

You can, of course, tailor your experience. Maybe you will want to slow down and enjoy an Aperol Spritz while watching the world go by. Or maybe you will need help organizing more activities for your free time. Please know, I am here for whatever help you might need. Together we can create an unforgetttable experience.

5. Preparation: Be flexible, prepared to walk, learn, take photos, sample all the gelatos and pasta and have a magnifico time!

Before You Fly – Quick Checklist

☐ Install WhatsApp! To promote easier communication, I will create a group and share important day-to-day information in it. It also a great place to share photos and recommendations.

☐ Call your cell phone carrier and add an international plan (or set up an eSIM) for calls, texts and data. It's really about peace of mind: if we ever get separated, we'll be able to reach each other.

☐ Save my number: +385 91 568 6633.

☐ Don't overpack. You'll handle your own luggage at the airport, including a 10–15 minute walk (about 1 km) from the terminal to our coach on arrival day.

☐ Pack: a Type C plug adapter, broken-in walking shoes, layers, a folding umbrella, a scarf or cover-up for churches, and a small zipped cross-body bag for touring days.

☐ Medications in your carry-on (consider bringing motion sickness remedies for the Tuscan roads), with enough for the whole trip plus extra.

☐ Travel insurance is strongly recommended. If you need a doctor, you usually pay first and claim it back, so keep every receipt.

Please find attached my bio and a document with more helpful travel tips.

Please let me know if you have any questions, concerns and dietary restrictions.

I look forward to hearing from you and welcoming you in Italy.

Best,
Ivana Kopajtic Halar, PWD Tour Director
00385 91 568 6633

Welcome Letter from Ivana

Benvenuti / Welcome to la bella Italia!

My name is Ivana and it is an honor and a pleasure to accompany you on the Classical Italy tour where we will enjoy la Dolce Vita! My goal is to ensure that you have a saf

e, carefree, memorable and fun adventure!

I was born and raised in Croatia, in a small port town of Rijeka which had both challenging and unusual history. It was influenced by many cultures (Italian, Austrian, Hungarian, to name just a few) and growing up in it meant exploring and trying to understand this melting pot from an early age. My education in the field of languages and literature served me well in this endeavor. I started traveling as a girl, with my family. I lived to travel but never imagined I would also travel to live.

After several years of being a teacher, I attended a tour management school in 2008 and became a certified local guide, tour director and cruise director. Upon graduation, I was fortunate to have been hired by various international tour companies thanks to my destination knowledge and language skills. Since then, I have conducted tours throughout Europe. I have been a tour director for 18 years.

That said, after every tour, I go home! I still live in my hometown with my family and my husband. They are my anchor, guidance and support. Ever since I embarked on my path of guiding tours, they have cheered me on. My circle is small, but it is my whole world.

I speak Croatian and regional languages, English, Italian and basic Spanish.

I love eating more than cooking, history, art, hiking and road trips.

I look forward to sharing this adventure with you! Andiamo (Let's go!)

Ivana



IVANA KOPAJTIC HALAR

+385 91 568 6633 (for calls & WhatsApp)

Ivanakopajtic@net.hr

CLASSICAL ITALY - IVANA'S TOUR TIPS

Logistics: This tour is fantastico, but there are many logistics involved. Please pay close attention to announced meeting times and meeting points.

Attire: Shoulders and knees need to be covered for church visits. Wear comfortable, rubber-soled shoes every day. Italians tend to dress up in the evening, so maybe avoid shorts or flipflops at dinner.

Currency: Italy uses the Euro which consists of colorful bills (5, 10, 20, 50, 100, 200) and coins (from 1 cent to 2euros). For conversion rates, I recommend visiting www.oanda.com or downloading their app "Currency Converter OANDA".

Money Exchange: Obtaining money is best done with an ATM card at machines called "Bancomat". You might be able to exchange money at the Front Desk of a hotel or at a bank by showing your Passport although most banks are choosing to no longer offer this service. "Cambio" or "Change" signs indicate

offices where you can change money. Use your credit card for 10 euros or more but carry some Euros for smaller purchases and gratuities.

Hotel Rooms: Hotel rooms in Europe are smaller than in the US because Italians view the bedroom as nothing more than a place to sleep. On the other hand, public spaces are often spacious and comfortable. Note:

1) Rooms have different shapes and sizes and views.

2) Mattresses can be hard but are good for your back.

3) Twin beds are often together under one bed cover – just pull them apart.

4) Wash cloths and shower curtains are not common.

5) Air conditioning and heat are seasonal.

6) The bidet is your friend–don't be afraid of it.

7) You may have to be a rocket scientist to work remote controls, light switches, sinks, toilets and showers.

Elevators: The ground level is „0 Floor", the „1st Floor" is one floor up, etc. Italian elevators are very small in general and can usually only hold 3-4 people at a time so please be patient and give yourself extra time in order to be punctual.

Pharmacy: Look for the green cross "+". If you need aspirin, throat lozenges, allergy medicine, antacid, eye drops, a stomach pump, etc. You must go to the "Farmacia". Supermarkets do not carry medication. Many pharmacies close for siesta.

Public Restrooms: They are designated with a "WC" sign and normally charge a fee of .50 euro cents to 1euro. You can also make a small purchase in a Caffé/Bar and use their facility for free as a paying customer. You may want to have your own "supplies" with you.

Drinking in Italy: Coffee for breakfast, beer with pizza (try Peroni or Moretti), aperitivo before dinner (try an Aperol spritz, a Bellini, a Negroni or the non-alcoholic Crodino & Lemon Soda), digestivo after dinner (try grappa, amaro, limoncello), and vino with everything! Water: Even though tap water is safe to drink, Italians prefer to drink bottled water. You can order bottled water, either sparkling "frizzante", or still "naturale". Be aware that ALL bottled water contains sodium so for tap water, ask for "acqua dal robinetto".

*soft drinks & a glass of wine are included with some meals – I will advise. When not included, you can still order a drink and the waitstaff will bring you a separate check.

Restaurants: Most restaurants open for lunch 12:00/12:30pm and re-open for dinner at 7:00/7:30pm. It is common to be charged a "coperto" (cover charge) which can range from 2-4 euros per person. There may also be a "servizio" (service charge/tip). Asking for separate checks when eating with others is often frowned upon. Always ask before you order if it is OK to do separate checks. In most cases you are

expected to do the math and divide the bill yourselves. If you have something to eat or drink in a Caffé or Bar you may have to pay at the register first.

A 10% gratuity is appropriate! In general tips cannot be put on your credit card but should be left separately in cash.

Safety: Be aware of your location at all times. While violent crime is very rare, petty larceny is very common here (even in churches). I want you to be aware and assertive, but not afraid. Please leave your valuables in the room safe (when provided), a locked suitcase inside your room, or a safety deposit box/safe behind the Front Desk at a hotel. Always double-check your room and safe on our departure mornings, as the retrieval of these items is very difficult—if not impossible. Keep your passport with you at all times to comply with EU law.

Shopping: Shops are generally open Monday – Saturday 10:00am-8:00pm. Many shops are closed on Sundays. Some shops may also close from 12:00pm – 2:00/3:00pm for lunch.

*To receive a VAT tax refund, you must spend 70.01 Euros on a single receipt AND have a VAT form filled out and stamped from that shop/business. You will present this form and the goods purchased at the Customs Desk at the Airport in Italy before you check-in.

Transportation: Taxis: make sure the meter is turned on & reset to the base fare before proceeding or make sure that the flat rate is agreed upon before leaving. A 10% tip is customary. Uber is present in Rome – you can use the same app as you do at home. Lyft has an app in Italy called "Freenow" which is similar to uber but for taxis. Make sure to have the name of the hotel and address to show the driver.

Telephone: To call the US from your phone, dial "001" OR "+1" followed by area code & phone number. I recommend you download the free app "WhatsApp" to make free calls and send free texts anywhere in the world. It uses an Internet signal and not your phone minutes.

Gratuities: Gratuities are not included for local step-on guides, motor coach drivers and your Premier World Discovery tour director. All gratuities will be gratefully accepted in Euros or USD (except $1 bills as they cannot be exchanged). Detailed information can be found in the documents you received from PWD.

Note on Gratuities from Travel Masters NWA – Recommended Gratuities for Ivana your Tour Director and the Driver will be paid by Travel Masters NWA. Envelopes were included in your Departure Information in case you'd like to give them additional gratuity for them helping you along the way. Also the Step-on guides recommended gratuity will be paid by Travel Masters NWA.