

## Frequently Asked Questions

Version 14

## Introduction

Thank you for considering a tour with us.

We highly recommend that you take time to read through this FAQs document, since it covers a wide range of topics and many of the questions that past guests have raised and information relating to the tours and your holiday with us.

It will only take you a short time or so to read and will be useful preparation for your trip.

It is written in an easy plain English style and it is not a contractual document, purely for information.

Its main purpose is to help you understand how we work, the style of our tours and also to help you decide if this is what you are looking for in a tour/holiday of the region.

If you do book, we recommend that you print this document out and bring with you, you can always read it again whilst in transit.

We are a small specialist operator who truly care for the experience our guests have whilst in Andalucía.

We will go out of our way to make your holiday and tour a wonderful and memorable experience.

Appreciating that you may only visit the region once in your life, we want to make it as special as we can.

This document aims to answer questions you may have and set the correct level of expectation for the level of guidance, free time, and overall philosophy and ethos that apply to our tours.

As we say on our website, what we expect from you is to come in a friendly and relaxed manner so that you can engage with us and other guests to have an experience that ranks right up there with some of the best travel experiences you have had.

Our range of accommodation is comfortable and 'boutique' and our vehicles are comfortable and safely driven. Our Tour Leaders are friendly and knowledgeable and the places we are beautiful, fascinating, cultural and historic.

So come in the right frame of mind, looking forward to having a good time and we will deliver you a great experience.



**Gary Montagu**

**Owner Tour Andalucía International**

Q. How long have you been running the tours?

A. We were the first company to offer 'small group' and private tours as a fully registered and insured Spanish company. Our first tours were run in 2009, so we have a high level of experience of running tours in Andalucía.

Q. What time do we need to arrive in Malaga?

A. You can arrive at any 'reasonable time' in the morning, afternoon or evening. We collect you from the airport and, subject to the time of arrival, either spend some time in the mountain village of Mijas, Antequera or just transfer to the accommodation. Please see our terms & conditions detailed in the booking form for the supplement applicable for collection and drop off required outside of our normal working hours.

Q. Can we arrive by train or be collected from a local hotel?

A. Yes this is fine.

If you are arriving by train (*normally from Madrid*), we suggest that you come to Malaga train station if your train arrives before 15:00, since we can then spend a couple of hours in Mijas mountain village before transfer to the accommodation. This is a nice way to start your holiday.

If your train arrives after 15:00, and you are staying centrally in one of the Villas or Antequera, then we recommend that you come to Antequera Santa Ana (*on the same Madrid – Malaga line*) because it will be too late to go to Mijas and this station is only 10 minutes from us.

For train departures, we would normally recommend leaving from Antequera Santa Ana if you are on the Antequera or Villa tour. That way you can maximise your departure day and avoid unnecessary travel.

Please contact us for a specific recommendation based on your travel plans.

Q. What time departure flight/train/drop off do we need to have?

A. The departure transfers are included in the price of our tour and we can take you to the airport/train station for any 'reasonable' departure time.

However, if you need to arrive at the airport/train station outside of our normal hours, there is a supplementary charge of €30 which is payable directly to the driver to compensate them for this. Please see the Terms & Conditions in the Booking Form which provides more information and specifies the times.

Q. What time in the mornings do we leave for the City trips and when do we return back?

A. For the Villa or Antequera based tours, we normally leave either at 09:00 or 09:30 depending on where we are visiting that day. We usually return back between 19:00 and 20:00. On the Granada visit, we spend the evening in the atmospheric Albaycin to see the Alhambra lit up at night and we have dinner in a restaurant that has a very good local Flamenco performance so we don't arrive back until late in the evening.

If you are on the 5\* tour or the Ultimate Andalucía tour, then you stay in the Cities each night, so we will arrange a meeting time each day depending on the City and the planned itinerary.

Q. What accommodation do you have to offer?

A. For the Villa tours, we provide B&B accommodation in one of two nice Villas in Mollina near Antequera. These are 'Caserío Castaño' and 'Puesta Del Sol'. If you wish to know which you will be staying in, then we should be able to confirm this before arrival. They are very similar in facilities. We may also be able to offer a 'self-catering' private 4 bedroom Villa option for small groups or families.

For the 'Antequera' tour you stay in the 4\* Hotel Antequera Golf in historic Antequera or you can upgrade to the 4\* Antequera Parador Hotel.

For the 5\* tour you stay in very nice 4 or 5 star hotels in each of the Cities on a B&B basis. We confirm which ones at the time of booking, since they are subject to room availability.

For the Ultimate Andalucía tour, you normally stay in nice 3 or 4 star hotels in the Cities. We confirm which hotels we have sourced for any particular tour.

Q. Which do most guests prefer between the Villa and the Hotel for the 'Villa' or 'Antequera' tours?

A. The most popular choice is the Villa. Most guests prefer the less formal environment and the freedom to sit around the pool/terraces and lounge areas.

Q. If we do want to stay in the hotel in Antequera should we select the Antequera Golf Hotel or the Parador Hotel?

A. The Parador is a nicer hotel and closer to the centre of town. The Antequera Golf is functional and comfortable, but the Parador definitely has the edge and is more luxurious. The decision revolves around price. The Parador does carry a supplement because their rooms are more expensive than the rooms at the Antequera Golf Hotel.

If you don't mind paying extra, then our recommendation is the Parador.

Q. What are the typical costs for lunch and dinner?

A. Most days you have a Tapas lunch which is typically €10 - €15 a head or you can just have a sandwich. Dinner locally is good value with main courses costing €8 - €15 for 'large' portions. If you don't have a large appetite, the restaurants have no problem with people sharing one main course and/or a salad.

Many restaurants offer lower price 'media' portions which are smaller than the large full size portions.

If you are on the 5\* tour or the Ultimate Andalucía tour then we recommend some nice restaurants in each of the Cities.

Q. We could not find any tour schedules on your website for the 'Villa' or 'Antequera' tours?

A. We do not publish the tour schedules on the website. The schedules are regularly updated during the year so please email us to request the latest schedule. We run tours weekly throughout the whole year.

Q. Are the tours fully guided?

A. No.

We offer a mix of light guidance around the key Cities from our Tour Leaders. They will tell you some background of the Cities and history. However, they will NOT enter the monuments with you.

The major monuments offer audio & audio/visual guides in the form of 'handheld' units which you can rent from the entrance for a few euros. We particularly recommend these at the Alhambra (Granada), the Royal Alcazar (Seville) and the Mesquita (Cordoba).

Each City has its own City based licenced monument guides who just cover that City. We cover 5 to 7 Cities in the course of our tours, so we provide general guidance in each.

Normally we will give you an orientation walking tour of the City with some interesting background, history and facts in the morning/mid-day. Then we will take a tapas lunch and in the afternoon you visit the monuments.

Many guests say that we gave them a wealth of historical and cultural information during the course of the tour, but different guests expect different levels of guidance, so we prefer to describe ours as 'light guidance'.

Q. Do you recommend us hiring a City Guide.

A. If you are a large private group coming on the tour then this could be worthwhile. However, normally for just a couple, or a small group, we feel that the orientation walk backed up with the handheld monument audio/audio-visual guides are adequate. And if you have questions following the visit to any monument, your Tour Leader may well have knowledge about the subject. Or you can read further in the guide books.

Q. What does the Flamenco show in Granada cost and do you recommend it?

A. The Flamenco performance is at a lovely 'bistro style' restaurant 'Jardines de Zoraya' at the top of the Albaycin, the hill opposite the Alhambra, and the atmospheric Arab quarter. The food at the restaurant is good. They provide a '3-course' dinner from which you have selections of dishes for a special price for Tour Andalucía of €39, including the performance. Normally the price is €49 so it is a significant reduction. The dinner and show is **not** included in the tour price. You pay the restaurant at the end of your meal just like any other restaurant.

The performance is by a small group of talented artists, it is a genuine Flamenco performance and not a 'tourist' show and we recommend it wholeheartedly. If you do not wish to eat at the restaurant, or see the performance, then please let us know. There are other restaurants in the Albaycin where you can have dinner, but we think the experience in Jardines de Zoraya is a great addition to your holiday. Unless universally agreed by all guests on the tour, we stay in Granada until after the dinner and performance and return back to the Villas or Hotel late in the evening.

Q. How much are the entrance fees into the monuments?

A. If you are over 65 or a student there may be concessions, otherwise they range from €3 to €8.

Your entrance to the Alhambra will have already been booked and paid for at £14 (€15) a ticket, either by us if available on the Agents System, or by you on the Public System (we send you simple instructions) if the Agents System is sold out.

We suggest budgeting around €35 - €40 per person for all of the entrance fees whilst you are here. If you think you may qualify for an age related discount, then make sure you ask at each monument if it is not clearly published and you must **have a copy of your passport or other photo identification at hand** to prove your age.

Q. I suffer from motion sickness, will that be a problem.

A. Motion sickness can range from a slight feeling of sickness to an extremely bad feeling. Normally for each journey you will spend no more than 1 hour in the vehicle before we reach our destination or have a break. If, however, your motion sickness is acute then possibly a touring holiday isn't the best option, since it does involve covering a large distance during the week.

Q. How much free time do we have during the tour?

A. We take you to each City and show you the monuments and places to visit. We tell you some background about them. In Granada, Seville & Cordoba this includes a walk around the old town and small lanes with 'light guidance' covering historical and cultural information. We try to adopt an interesting 'story telling' style rather than just dry history. But, as stated, we do not enter the monuments with you, we leave you to go into the monuments on your own to explore and appreciate them. Please rent the handheld guides if you want detailed information about the monuments.

In Malaga and Ronda, the visits are less itinerary based than the visits to Granada, Seville and Cordoba and after an initial orientation, you are left to explore these on your own. For the Ronda and Malaga days, we have other elements we include to the day trip before we reach our destination, and you will spend less time in these locations than you will in the other Cities. Please see the tour itineraries which provide an overview of the typical structure in each location.

Q. Do we have to eat at the restaurants you recommend for lunch?

No. We may suggest good value places for lunch, which we know serve tasty typical 'Andalucian' food, but you are free to eat wherever you wish. We have no allegiance with any particular restaurants and we do not take commission from any.

Q. If we want to have something light for dinner and don't want to go out can we?

If you are staying in the Villa, there is a local supermarket close by and you can buy provisions and eat these at the Villa either outside on the terraces or by the pool or inside. If you are in the hotel, you can take items back to your room.

Q. Do we need to be able to speak Spanish?

A. Not at all, we will help you when necessary, however, all of the Cities are familiar with tourists and many of the people there speak English.

Q. If we are on the 'Villa' or 'Antequera' tour, how long does it take to get to the Cities each day?

A. It takes roughly 1 hour to reach the start of each City, other than Seville which takes about 1 hour 30 minutes. It can take us a further 10 – 15 minutes to then make our way through the City to the parking places near the centre of the old quarter. Because the journey to Seville is a bit longer then we take a short toilet and coffee break after 1 hour driving.

For the 5\* tour and Ultimate Andalucía tour, the journeys are slightly different, because we normally travel at the end of each afternoon to the next City to check into the hotel and the journey times are between 1.5 – 2 hours and then you get to spend the evening in the City as well as the next day.

Q. What age demographic come on your tours?

A. This is difficult to answer because we have guests of all ages and often groups are of mixed ages. However, we would say that, typically, 60% are over 60, 30% are age 35 – 60 and 10% are age 20 – 35. Occasionally we have a family with teenage children on tours.

We rarely have any young children on the tour and we don't run tours to 'mixed' groups with young children on them.

Q. Is the 5\* tour run to a published schedule?

A. No. The 'Villa', 'Antequera' and 'Ultimate Andalucía' tours are run on a published schedule and consist of small groups of guests. The 5\* tour is scheduled to meet our guests' required dates and as such is dedicated to the couple or small private group.

Q. Do you cater for single guests or just couples/groups?

A. If you are a single traveller then we are delighted to include you in our tours and we have many single guests come on them.

There are very reasonable single room occupancy supplements on the tour prices. The Prices Page on our website details the appropriate supplements.

Q. What is the minimum number of guests you require to confirm a tour is taking place.

Unlike most tour operators, who require quite a lot of guests booked before they confirm the tour, we run our tours and tour extensions, subject to a minimum of just two guests booked on them.

The 'Ultimate Andalucía' tour is the only exception, where we require a minimum of 4 guests before the tour is confirmed. So for this tour, we recommend considering the Villa/Antequera tour with the Western Andalucía extension as a back-up option if there are just two of you, since this goes to the same places and starts on the same Saturday.

Q. How many people are there in a tour group?

A. For the Villa and Antequera tours, our tour groups are normally no more than 7 guests per group.

We run each vehicle with driver/guide as a separate group. We may have more than one group on a tour at the same time, but each has its own driver/guide. Sometimes, due to demand, we may have a second driver who isn't as knowledgeable as our more experienced Tour Leaders and, in these cases, we may merge the two groups into one larger group when we are guiding you around the Cities.

The 5\* tour, however, is a dedicated private tour for the couple or small group booking the tour.

Q. Is the booking deposit per person?

A. No, it covers the booking for up to four guests.

Q. What is the deposit if we have more than four guests?

A. We charge a deposit of 15% of the total tour price for more than four guests.

Q. Is the deposit refundable if we need to cancel after we have paid it?

A. Please see our Terms & Conditions contained in the booking form. The deposit is non-refundable, since it covers planning and administration costs. We recommend having travel insurance which covers any costs you may have incurred if you have to cancel your holiday.

Q. We see that you use Paypal for the deposit payment, do we need a Paypal account?

A. No. If you have a Paypal account you can pay from this, but if you don't, or prefer to pay by card, you can select 'Check Out as a Guest' and pay using a Debit or Credit Card.

We use Paypal as the provider of Credit Card services because they offer the highest level of security and protection for internet based transactions.

Q. How do we pay the balance, can we pay by your website?

A. You cannot pay the balance via our website, this is only for the booking deposit.

It is preferable to us that you pay the balance by bank transfer to our UK or Spanish bank accounts. Our booking form contains the details.

However, you can also pay by Credit/Debit Card. We send you a Paypal generated Request for Payment 'RFP' email and you follow the simple instructions to make the card payment.

Balance payments must be made no later than 10 days before the tour start date.

But, if you prefer not to pay in advance of arrival, we can accept cash upon arrival at your accommodation, but you need to let us know you wish to do this and payment must be made on the day of arrival when you reach the accommodation.

Please note that we do not accept any form of check/cheques due to Spanish banks having problems processing international bank or personal checks/cheques.

Please ensure that you put the lead guest name as the reference on any bank transfers or Paypal payments, so that we can match the payment up to your booking. Please use the name of the person we have been email corresponding with.

Q. What transport do you have?

A. We have six 'people carriers'.



Four of these are 9 seat vehicles and can accommodate a driver and up to 8 guests and the other two are 7 seat vehicles that can accommodate a driver and up to 6 guests.

They all have passenger zone air conditioning.

For your comfort, we normally have no more than 7 guests in the 9 seat vehicles, but occasionally if it is sensible for a particular day trip, we may request to take 8 passengers in the one vehicle.

Q. Can we see what the vehicles look like?

A. Yes, here are photos of some of them.



Q. Is there any particular dress code for any of the religious monuments, such as Cathedrals?

A. No, Spain does not enforce any specific codes of dress, you do not need to cover your head, wear long sleeves and you can wear shorts.

Q. If we want to spend a few days at the end of the tour somewhere in the region can you help?

A. Yes we can almost certainly help you. If it is close to Malaga then we can take you there free of charge instead of the airport transfer. If it is more than 1 hour drive away, then we can do this for the cost of the fuel plus driver at €30 per hour. We do have contact with some hotels so we may be able to get you better prices than if you booked directly and we may be able to make some recommendations for you.

Q. Do we do something on departure day?

A. This depends on the flight/train departure times. We plan to get you to the airport 2 hours before your flight departure time and to the train station 40 minutes before departure. Often we visit Antequera and some of the scenic local areas on the way to Malaga. If it is realistic to visit somewhere on departure day for we will include this.

Q. How much walking is involved?

A. There is a reasonable amount of walking on the tour because the Cities and monuments are quite large. The amount of walking varies between 4km - 8km a day depending on the City. We take things quite slowly so you can appreciate the environment. There is plenty of time to just sit and enjoy the atmosphere of the Cities if you wish.

Q. What time of year is best to come?

A. Andalucía is renowned as having one of the best climates in Europe. We would say March/April/May/June and September/October/November are traditionally the best months, but we have often have great weather in the other months. You can get rain during November/December/January/February, but it is unusual for it to last for extended periods. It is normally very hot in July/August.

Q. If we wanted to stay a few more days in the Villa or Hotel at the end of the tour is this possible?

A. Yes this is possible.

We charge £55 per person per additional night or we have a range of formal tour extensions which you can add to your tour if you wish to do something on these additional days.

Q. Do the tours always start on a Wednesday or Saturday?

A. For the Villa/Antequera tours, we publish a tour schedule that we prefer to keep to, with the tours normally starting on Wednesdays or Saturdays on alternate weeks. However, some of our guests cannot make the scheduled dates and, if we can, we will accommodate them arriving and departing on different dates and integrate them into existing or planned tours.

Q. Do you have laundry facilities in the Villa?

A. Yes. There is a charge of €10 for a plastic carrier bag size of washing. This includes washing, drying and folding. If you wish any items to be ironed these are charged at €1 an item.

Unfortunately, guests **cannot** undertake their own washing directly using the washing machine. The laundry facilities are required every day by the housekeeper for towels, bed linen etc. and they need to schedule the washing accordingly.

Q. Does the local village have restaurants?

A. Yes, the local village has several small good value restaurants.

Q. Is food available in the Villas?

A. We provide a comprehensive breakfast. This includes cereal, yoghurt, fruit, scrambled eggs, toast etc. but not a full English breakfast. You are welcome to bring back food from the local supermarket and eat it on the terraces or guest lounges. Sometimes we have a Paella and/or Barbeque evening at the Villa. These are subject to a minimum of 6 guests and dependent on the weather. The charge for these evenings are €20 per person and include drinks.

Q. If we stay in the Villa, can we spend an evening in Antequera?

A. Yes, we often arrange an evening dinner in Antequera at a very good Spanish restaurant.

Q. What is the village of Mollina like?

A. It is a typical large Spanish village of around 4,000 people. There are a mixture of old and modern houses. There is a small square in the village with a church. It is a relatively flat village.

Because it is centrally located, it is a highly convenient base for our tours. There are not a lot of shops in the village.

Q. Are you on Trip Advisor?

A. Yes we are on Trip Advisor and we are pleased to have one of the highest ratings of any travel company on Trip Advisor.

[http://www.tripadvisor.co.uk/Attraction\\_Review-g187438-d5555289-Reviews-Tour\\_Andalucia\\_International\\_Day\\_Tours-Malaga\\_Costa\\_del\\_Sol\\_Province\\_of\\_Malaga\\_An.html](http://www.tripadvisor.co.uk/Attraction_Review-g187438-d5555289-Reviews-Tour_Andalucia_International_Day_Tours-Malaga_Costa_del_Sol_Province_of_Malaga_An.html)

Q. Are you registered?

A. Yes, we are a fully registered Spanish Company, TOUR ANDALUCIA INTERNATIONAL XXI S.L. Number B93181758.

We are also a registered 'Agencia de Viaje' with the Andalucian Tourist Office registration number CIAN 296265-2.

It is essential, whoever you choose to tour Andalucía with, that you check that they are a registered 'Agencia de Viaje' otherwise they are offering the holiday illegally and will not be correctly insured.

Q. What protection do I have if I pay in advance?

A. As a registered 'Agencia de Viaje' we have full public liability insurance and also an extra policy 'Seguro de Caucion' that covers any monies paid if we cannot provide the holiday you have paid for.

However, better than this, we are the only tour operator that we know of, who offer you the option to pay the balance for your tour in cash upon arrival if you have any concerns whatsoever.

Q. Are your vehicles insured for carrying passengers?

A. Yes. We have vehicle insurance in the company name that insures us for carrying private tour passengers. Additionally, we have public liability insurance that has been vetted by the Junta de Andalucía Office of Tourism in order to issue our Operating Licence.

Q. We saw 'El Torcal' on the itinerary for the Malaga day, what is this?

A. El Torcal (the lime towers) is a National Park at the top of the mountain range near Antequera. It is quite a spectacular area and there is a 50 minute walk (1.5km) which you can do through the rock formations.

You should wear good quality shoes/trainers to do the walk and if it is early Spring or Winter, it may be cold there since it is very high, so wear warm layered clothing and take a small bottle of water.

You do not have to undertake the walk, there is a very nice cafeteria and you can just sit and enjoy the beautiful scenery whilst other guests may be undertaking the walk.

If it has been raining and the rocks are wet, then we do not do the walk since they can be slippery, muddy and dangerous.

In this instance we will normally visit Antequera before Malaga or go straight to Malaga.

- Q. If we want to make some purchases of leather goods, where do you recommend?
- A. A number of guests have told us that, in their opinion, Mijas offers the best quality of leather goods for attractive prices. Because we only normally visit Mijas on arrival day, and this is subject to your arrival time, then we suggest if you see something you like when you are there then buy it as you may not see quite the same quality/value elsewhere.
- Q. We like spending some time in the countryside, do you offer anything?
- A. Yes, we offer a Combination Tour where you take part in the appropriate City Cultural Tour and then you can add some days at the end to stay in the Countryside and enjoy a few walks hosted by our walking guide. Prices for this are detailed on our website.
- Q. Why are your prices in £GBP and not in €Euro?
- A. Whilst our guests come from all over the world, the largest single group (around 35%) come from the UK because of the ease of travel to Spain with low cost flights. As such, it makes business sense for us to use this as our base currency.
- Q. Can we pay the balance in another currency upon arrival in another currency?
- A. You can pay the balance in cash upon arrival in either £GBP or €Euro. If you are paying in Euro, then we use the published exchange rate on [www.xe.com](http://www.xe.com) the mid-market rate on the day of payment to calculate the amount.
- Q. What are the standards of hygiene like in Spain?
- A. Hygiene standards in Spain are high, we rarely have guests suffer with 'dodgy tummies'.

You should drink plenty of water each day on the tour, because it is easy to become dehydrated and this will make you feel unwell. We recommend at least two litres a day if the weather is hot.

- Q. How do the tour extensions work?
- A. You choose any of the tour extensions and on day 7 of the normal tour, when the other guests are departing, you are taken by one of us on the first day of your tour extension. You will either remain in the same accommodation or stay in hotels depending on the extension. The details are published on our website.
- Q. Do you book our Alhambra entrances?
- A. As an authorised Agent, we prefer to book the entrances for you if we can and add the price of the tickets to your balance.

This enables us to collect them in advance, since we visit the Alhambra weekly. However, only a limited number of tickets are made available to Agents and, for some peak months, we may not be able to obtain them.

In this case we email you simple 'step-by-step' instructions on how to book directly via the public system. And, whilst the Agents System may be sold out, there are nearly always tickets available on the Public System so long as you have a sufficient period of time before the start date of your tour. Unfortunately, we cannot use this system on your behalf because it contravenes the conditions of our licence.

Q Do we need to pre-book tickets for any monuments other than the Alhambra?

A. For most monuments you just purchase tickets at the entrance.

However, we can and advise pre-booking tickets online for the Alcazar Royal Palaces in Seville.

We can do this for you when you are here.

Q. Do we need any Visas or special passport conditions to come to Spain.

A. You need to check depending on the Country of issue of your passport. Please remember, that your passport may need to be valid for three months after the date of travel, so check its expiry date to make sure that you fulfil any travel documentation requirements. A search on the internet or government travel websites will detail any requirements.

Q. What do you expect from us?

A. We are a small and friendly company and our only expectation is that you come in a pleasant 'holiday' frame of mind with a positive attitude.

Smiling and being friendly makes the holiday wonderful for everyone including us.

Spain is great, sometimes frustrating and sometimes different from other Western Cultures, but a fabulous place to visit.

Come in the right spirit and it will be a great holiday.

We will go out of our way to give you a unique experience and if any problem arises we will address it quickly and as best we can.

We aren't a big uncaring tour operator, we genuinely care about the experience our guests have, so bear that in mind and come prepared to enjoy yourself.

Remember the whole experience to coming to Spain is not just to replicate what you experience at home. The food will be different, the laid back attitude may be different, the customs, different.... But that is why you travel!

If the experience was just a copy of what you had at home, then it would be a waste of time and money coming.

Embrace the difference, adopt a relaxed style and enjoy the whole experience. Don't complain the waiter is slow or makes mistakes, if the bill/check takes ages to come, it is the way the Spanish do things. We are visiting their country and not trying to change it.

Have fun, see the spectacular sites, enjoy the different food, it is a short visit and most people fall in love with Andalucía.

Q. Will we have the same driver/guide for the duration of our tour?

A. All of our driver/guides are personable and nearly everyone enjoys their company. We try to allocate a whole tour to the same one, but because of the flexible nature of what we do, this isn't always possible and you may have the company of different ones for some of your tour.

Q. Are your driver/guides employed staff?

A. Yes, they are all on registered employment contracts with us and we only use an approved contractor to increase our resources if we need to at peak times.

Q. What is the tipping culture in restaurants?

A. Spain is not a big tipping culture. Normally you would not tip more than 10% in restaurants for lunch/dinner.

You don't normally tip if you are just having a coffee, for instance.

Q. Should we tip the driver/guides or the housekeeper?

A. The driver/guides and the housekeeper do not automatically expect tips. If you have enjoyed the tour and the service they have given you and you want to express your appreciation in the form of a 'financial gesture thank you' then they would be delighted, but it is not expected by them. So it is left to your discretion.

Q. What do we do if there is nobody waiting at the airport, train station or comes to our hotel to collect us at the expected time?

A. Firstly, please do not panic.

We have an unparalleled level of punctuality in meeting and collecting our guests, However, occasionally and for many reasons, we may be slightly delayed.

Please be patient, you are on holiday and we will arrive as quickly as possible.

You can call Gary or any of the other Tour Leaders and the telephone numbers are listed below.

Do not worry, you will not be left stranded. You may get put through to voicemail because we are driving on our way to collect you, so, if possible, leave a contact number where we can call you back.

We stress that it is extremely rare that we do not meet you as planned. If there has been a serious delay, such as a vehicle breakdown, or traffic accident, we do have back-up capability to send someone to collect you.

Q. Is there a printed itinerary we can have?

A. Yes, we can email you a copy of the itinerary which covers what you do and see in each place. The sequence of the day trips is slightly different for a Wednesday or Saturday arrival on the Villa/Antequera Tours, but the City visits are exactly the same.

Q. What facilities does the Villa have?

A. The rooms have en-suite bathrooms. We supply towels, hair dryers, shampoo, shower gel, bathrobes

Q. There are quite a few Coach Tours in the region, why do you think we should book with you for one of your tours?

A. Well, it depends what you want from your touring holiday in Andalucía.

We are very different from a coach tour operator. The Coach Tour Operators have much larger marketing and advertising budgets than we do and we are only a fraction of the size of them. They tend to focus on numbers, rather than individuals, since they make money in processing guests in volume.

So if you are happy to be in a large group of up to 50 people, following a tour leader who is holding up an umbrella and talking to you via an electronic device in your ear, then we suggest the coach tour is fine for you.

But, if you are a more independent person and want to have genuine conversations with someone knowledgeable about the area and its history, and truly experience the region beyond a superficial level, then we feel we offer this more than the coach tours. We are not criticising the coach tours, simply explaining the difference.

Our guests tend to be professional people who enjoy the company of other 'like minded' people from all around the world. But they don't like the idea of being in a large group. They prefer to 'participate' in the Cities rather than simply 'observe' them and we feel our style of small group philosophy endorses this.

When you think about it, your choice boils down to one significant factor, which is, if you don't want to be part of a group of 50 or more or do it yourself, then we offer a great alternative. Because, for roughly the same price or less than a coach tour, we offer you what we feel is a better approach.

It really is about what suits you best and, hopefully, we will be able to host you on one of our tours.

Contact Telephone Numbers:

Gary	0034 699 328359
James	0034 659 860900
Rob	0034 679 878239
Barry	0034 627 068627
Antonio	0034 722 417500
Kevin	0034 662 258798
Alan	0034 689 679669