



# 2021 Iceland Sheep-to-Shawl Tour

## Frequently Asked Questions

You are about to embark on a wonderful travel experience that will take you from "sheep to shawl" as you travel throughout the indescribably beautiful country of Iceland! Friends and family who have not yet become yarn lovers are also welcome! Whether you are a first-time international tourist or a more experienced traveler, these FAQs have been assembled in hopes of providing you with answers to questions that might be on your mind. This is not an exhaustive list of information but is intended as a guide in helping you plan for your trip and avoid unexpected "surprises". I am here to help and am happy to answer other questions you may have. E-mail me at [deb@fibergarden.com](mailto:deb@fibergarden.com), or phone 715.284.4590. Please note that email is my preferred method of communication. It's not that I don't want to talk with you! It is simply easier to reach me via email and I can respond more promptly. I look forward to traveling with you!

### Pre-trip:

- **Are the reservation and payment dates negotiable?** It is VERY important that you adhere to all stated deadlines for making reservations and payments. These deadlines are set by the tour company. In addition, there are a limited number of spaces available and they will be confirmed on a first-come, first-served basis.
- **Can the price of the trip ever increase?** Land prices include local government value added taxes (VAT). The exchange rate is guaranteed for our 2021 tour, so there will be no price increases in the land portion of the trip.
- **What do I need to include when planning my budget for the trip?** Trip cost is of interest to most of us. I am providing some guidelines here of some known and optional costs to assist you in developing a realistic budget for the trip.
  - Let's start with the basic trip costs. If you plan to share a room with another traveler, the tour price is \$3,800. If you want single accommodations, the cost will be \$4,599. You will get a lot of value for this price! Take a look at the tour flyer for a complete listing of what's included. Please also note that once on the tour, all the fees for the stops on the itinerary are included. This trip cost also reflects that the group size will be limited to 25 travelers, insuring a more intimate and "up close and personal" tour.
  - Meals. Included in the prices listed above are all breakfasts, and five dinners! The only meals you need to plan for are lunches and the additional dinners, plus any meals during your travel to and from Iceland. We have found on past tours, that because of the hearty breakfast and dinner meals, most of us don't want a big, expensive lunch.
  - Travel insurance. Travel insurance is recommended but not required. You should consider how it may help protect your investment and provide peace of mind should an unfortunate situation occur during your trip or if something outside of your control forces you to cancel your trip. You may request the Fiber Garden provide you with a price quote which varies by the age of the traveler and the state of residence. Insurance premiums typically average 5-8% of the trip cost, more if you are over the age of 70. After receiving your quote, if you have specific questions regarding the policy and its coverage, please contact Travel Guard or Arch Roam Right directly. Contact numbers will be on your policy quotes. Insurance is non-refundable.
  - Air transportation and airport parking. For budgeting purposes, estimate \$1,000 round trip to Reykjavik. This is dependent on prices at the time of booking and your selected air gateway. Airfare can be much lower than this, but you want to budget adequately!

- Be sure and budget for those treasures you'll want to purchase to remember your trip. There will be lots of shops to explore all throughout our trip.
- Gratuities. There are some suggested gratuities for the exceptional local team that will be guiding us throughout our nine days. Suggested gratuities are \$3-5 per person per day (\$27-45 total) for our driver, and \$5-8 per person per day (\$45 – 72) for our guide. paid in U.S. dollars. Any additional guides we have for walking or city tours have a suggested gratuity of \$2.00. Gratuities are always at your discretion, both in terms of whether you offer a gratuity and the amount. In Iceland, tipping in restaurants and pubs is not common practice. Gratuities are not expected for hotel housekeeping staff, but they are appreciated.
- Consider budgeting for the trip throughout the months preceding your tour:
  - First payment will be \$250 upon notification by the Fiber Garden that the minimum group size has been met. (Remember...book early!)
  - Travel insurance, if elected, must be paid within two weeks of deposit to receive the extra early purchase coverages or any time up until 24 hours prior to departure for your trip.
  - Airfare booked and paid soon after we reach our minimum group size and bookings are complete.
  - If you want to avoid a large lump sum payment, consider making occasional or monthly payments toward your trip. You can arrange this by emailing Deb with your request.
  - Final payment of the remainder of your trip balance will be due on July 1, 2021.
- This list is not all-inclusive, but should provide the major expenses you need to consider when planning the budget for your trip.
- **What forms of payment can I use?** All payments for tour costs must be paid by credit card. (MasterCard, VISA, AmEx.) AmEx, although it may be used to make payments for the tour, is not widely accepted once in Iceland. MasterCard and VISA are the cards you should travel with. All travelers will have a credit card on file that will be used for payments. All payments will be made on your behalf by the Fiber Garden and paid directly to the tour companies. The Fiber Garden cannot accept any payments.
- **What is the refund policy if I need to cancel my trip?** The following schedule applies to individuals who must cancel their trip reservation:
  - Land cancellations (\$3,800 or \$4599):
    - Cancellations 100 or more days prior to travel. Full refund less a \$50 administrative fee
    - Between 99 and 65 days: Cancellation fee is your deposit of \$250 plus \$50 administrative fee
    - Between 64 and 21 days: Cancellation fee is 25% of trip cost plus \$50 administrative fee
    - Between 20 and 8 days: Cancellation fee is 35% of trip cost plus \$50 administrative fee
    - Between 7 and 1 days: Cancellation fee is 50% of trip cost plus \$50 administrative fee
    - Day of departure: Cancellation fee is 100% of trip cost plus \$50 administrative fee
  - Air cancellations. Cancellation penalties will apply based on the policies of the airline your flight is booked with.
- Reservations may NOT be transferred to another individual if you need to cancel. If you purchased travel insurance, check your policy for trip cancellation coverage.
- **Is there a minimum group size to conduct the tour?** Trip price is based on a minimum group size of 20. If this minimum is not reached, those registered will have the option to either cancel their reservation and receive a full refund (except insurance which is not refundable) or pay an additional \$250 to travel with a smaller group of 15-19.
- **Do I need a passport?** Yes, you will need a passport that is valid for at least three months (six months recommended) past the date of your trip. If you need to apply for a passport or renew your passport, you can do so through the [U.S. Department of the State](https://www.state.gov).
- **What if I have a criminal conviction?** You may be denied entry into your chosen destination as a result of any prior criminal convictions. It is your responsibility to check with the appropriate embassy to assess your situation.

- ***I have some limited mobility and difficulty walking. Will this be a problem for me?*** Please be advised that travel in Iceland can sometimes involve uneven terrain, rough walking surfaces, short to medium walking distances during tours, and some stairs which can be challenging for those with mobility issues. Motor coaches do not have wheelchair lifts, so travelers must be able to mount steps into the coach. Tour company guides and drivers are unable to provide Individual mobility assistance to passengers. Please contact the Fiber Garden prior to registering for the tour to discuss any concerns.
- ***What should I pack?*** Several weeks prior to the trip, you will receive a packet of information that includes a comprehensive guide to help you prepare for your trip. The information here is just to get you started.  
You are limited to one suitcase weighing less than 50 pounds. In addition, CIE International will provide you with a carry-on backpack for your flight and tour. Casual clothes are fine for day and evening. Don't overpack!! Plan your wardrobe so you can wear a few shirts and pants in multiple outfits. (After all, you need to have room left in your luggage to stash all those treasures you'll be bringing home!!!) Comfortable walking shoes are a "must". Other items that you might want to tuck in your suitcase include a travel alarm, converter/adaptor plugs for your electronics. Leave expensive jewelry or other valuables at home!
- ***What is the weather in Iceland?*** Average lows in the low 40's during the evening and highs in the low 50's in September in Iceland. Weather patterns are influenced by the Gulf stream, creating very unpredictable weather. Wind, rain, and mist from waterfalls can contribute to the weather "experience".
- ***How will air be booked? Do I need to book my own air to Iceland?*** The Fiber Garden will book your air unless you choose to book your own. (If you are using airline points for your flight, you will need to book yourself.) The Fiber Garden works hard to coordinate flights so members of our group arrive into Reykjavik within the shortest timeframe possible. (If you book your own flights, please consult with Deb before booking!) Once everyone has arrived at the Reykjavik airport, our entire group will be picked up for our transfer to the hotel. If you plan to arrive in Iceland in advance of our group, or extend your stay following our tour, you will need to book your own flights or request the Fiber Garden book these separate flights for you.
- ***How do I get from the airport to our Reykjavik hotel?*** We will have one group transfer provided by CIE Tours from the airport to our hotel. Once you arrive at the airport, you will proceed through immigration, claim your luggage, go through customs and end up in the arrival hall where you will meet our group. Every effort will be made to get people flying from the same U.S. airports on the same transatlantic flights so you will have travel companions and help better coordinate our transfer from the airport. In the rare event where someone's flight schedule is such that is it not feasible for them to be included in the group transfer, we will advise you on getting transportation to the hotel.
- ***What else do I need to know to prepare for the trip?*** There is a lot of information that could be shared here, but these are the very basics. As mentioned above, you will be receiving a comprehensive guide to assist you in preparing for the trip. The Fiber Garden will work with you every step of the way guiding you through the pre-trip preparations, tour documents, etc. Approximately 4 weeks prior to our tour, Deb will host a webinar to go through all the final details and answer questions. Once you make your reservation for the tour, please be sure to thoroughly read any information e-mailed or sent to you by Deb and the Fiber Garden.

## **In Iceland:**

- ***Can I use my cell phone?*** It depends. You will want to check with your cell phone provider to see if your phone can be used when traveling internationally, and what the rates are. It will be far more economical to rely most heavily on Wi-Fi for communications as it is more available and less expensive. Our group will use WhatsApp as one communication tool during the tour. You can also use it to make voice and video calls back home using WiFi. Skype and Facebook messenger are two other apps that you can use for calling without using a cellular signal. And of course, Zoom has become very commonly used as a result of the pandemic!

- ***Is there internet access?*** Yes! Our motor coach may have free Wi-Fi so you can keep in touch back home as we travel the highways and byways of Iceland. All our hotels also have Wi-Fi, most of them free. There are also numerous local cafes where you can access Wi-Fi. Internet speeds can be unreliable at times but should be available in most of the locations we will visit.
- ***Currency.*** Iceland's currency is the Icelandic Krona. You can also exchange currency at your U.S. airport or at the airport on arrival in Iceland. You will get a better exchange rate if you wait until you arrive in Iceland. ATMs will dispense cash in the local currency. Once in Iceland, there will be other opportunities to exchange currency if needed. Iceland is nearly a cashless country and your credit cards will be accepted most anywhere.

### **Post-tour:**

- ***How do I get to the Reykjavík airport at the end of our tour?*** We will have a group transfer just as we did when arriving in Reykjavík. Because the entire group will transfer to the airport at the same time, be sure you have plenty of reading material or a knitting project to help pass the time if you have a long wait prior to your flight. As in the transatlantic flights at the beginning of the trip, every effort will be made to get group members on the same flights headed home.

Please contact me if there are other questions that you need answered. I'm here to help you have the best of travel experiences! I will continue to update this document and will remain in communication with each traveler as the date of our trip approaches.

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