

Shetland Orientation Zoom Gathering  
5 January 2023

1. Welcome!
  - a. Tonight I'll walk through the steps to prepare for our tour.
  - b. Jump in if you have questions or put them in the chat window.
2. Most important...Watch for and READ info!!
  - a. There will be a series of e-newsletters leading up to the tour. Each will be labeled with an "update #". Set up an email file or paper file for them and please respond promptly to any requests for information.
3. Pandemic/health
  - a. There are currently no requirements for travel related to the pandemic. No testing, masks, etc. This could change!! You always want to have your vaccination card with you when you travel in case you are asked for it or if regulations change.
  - b. The Fiber Garden requires COVID vaccination, including at least one booster to travel. Please email a photo of your card to [deb@fibergarden.com](mailto:deb@fibergarden.com).
  - c. We will discuss any updates related to the pandemic at our Prepare to Travel Zoom in April. At this point, you are in charge of your own safety.
4. Client portal
  - a. Within a day or two, you'll receive an email stating "your travel advisor has tasks for you to complete"
  - b. Click on the link in the email which will take you to a "client portal" and complete the self-explanatory tasks which will include:
    - i. Reviewing your personal info, passport info, etc.
    - ii. Approving the payment of a \$250 tour deposit and providing your credit card info for the card you want used on this tour.
  - c. This portal is a way for us to share information (like cc and passport info) securely.
5. Payments via PayPal
  - a. Most payments for the tour will be made directly to our guide, Sarah McBurnie. She has set up a PayPal account for us to send payments to. You MUST have a PayPal account to make payments. (You can pay with a credit card, but you still need an account.) If you absolutely cannot/will not pay

- using PayPal, there is an option to wire the payments to Sarah. In this case, you will be responsible for paying all international wire transfer fees.
- b. Illegal for travelers to pay a travel agent directly. Thus, the need for a method to pay the travel supplier (Sarah) directly.
  - c. I will give you the queue to pay, the link to Sarah's account, and the complete directions. After you pay, forward payment receipt to me. Payments to be made to Sarah via PayPal. These instructions will be in a separate email to you (not in an e-newsletter)
    - i. \$250 deposit
    - ii. Final payment. Deb will give you your final payment amount after your ferry booking has been made.
  - d. Every time you make a payment and forward the receipt to me, I will record your payment and send you an invoice showing your balance due.
  - e. You are welcome to make extra payments or pay more than the minimum deposit amount.

## 6. Insurance

- a. Those that requested a quote for travel insurance will receive one as soon as your deposit has been paid. Quotes will be for the advertised land-portion of the tour (not air). The insurance company I use is RoamRight.
- b. If you live outside of the U.S., I am unable to sell a policy to you. You will need to check in your own country for insurance options. (Canada has a Canadian division of Travel Guard which has provided good coverage in the past.)
- c. I'll probably send you two insurance quotes. One that would cover trip cancellation if you need to cancel your trip for a covered reason prior to departure. The second ONLY covers you once travel starts. Both options include the important medical and accident coverage during travel.

## 7. Air

- a. For this tour, it is recommended that everyone make their own air reservations. The reason for this is that you maintain control of the reservation.
- b. When booking air, do NOT book through a third party, book directly with the airline!!
- c. If you are not comfortable or familiar with how to book air, I will help you!!!
- d. Here are some recommendations for booking air to Aberdeen:

- i. Flights into ABZ will be arriving from either LHR or AMS. I highly recommended connecting in Amsterdam if at all possible!
- ii. If your only good option is to connect through London, it is highly recommended that you allow at least three-hours connecting time!
- iii. Try to get a flight arriving into Aberdeen before noon...or no later than 12:30 p.m. (A good time would be on the 10:05 a.m. arriving flight.) This will allow you time to participate in our Sunday afternoon tour AND allows you to be rebooked on later flights arriving into ABZ should your flight get cancelled.
- iv. Departing on May 15, do NOT book a departure flight prior to 9:15 a.m. We have been able to make this flight in the past. If you want more “breathing room”, there is a flight departing at 10:35 a.m. to Amsterdam. Flights departing from AMS to LHR depart later.
- v. After you have made your air reservations, please forward your booking to me via email.

#### 8. Northlink Ferry:

- a. Ferry is not yet open for bookings in May. As soon as bookings open, I will contact you to approve the payment of your ferry tickets.
- b. Note that payments cannot be split. Those sharing a room – one person will need to volunteer to pay for the booking and the other agrees to reimburse them for ½ of the cost.

#### 9. Pre or post arrivals

- a. Extra Aberdeen hotel nights: \$110 pp double occupancy; \$165 single occupancy. Includes lodging, dinner, and breakfast.
- b. If you want to arrive early, PLEASE let me know ASAP so I can check for availability.

#### 10. Mobility

- a. Rough walking on farms and at many scenic stops; Mousa
- b. No lift at Kveldsro Hotel. (But you will not need to carry your luggage up and down stairs.)

#### 11. Stay tuned to your email inbox!! Your immediate next steps will include:

- a. Reviewing your information (using the link provided in an email)
- b. Paying your deposit
- c. Receiving and reviewing your insurance quote

- d. Booking your air and forward booking info to Deb
- e. Sending Deb your jacket size. Info will be in the next update!

12. Questions