

Shetland Orientation Zoom Gathering
4 January 2024

1. Welcome!
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. 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.
4. 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 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.

5. Insurance

- a. Everyone will receive two quotes for travel insurance shortly after your deposit has been paid. Two quotes will be sent. One for Pro+ plan and the other for On-Trip coverage only. Pro+ plan will be for the advertised land-portion of the tour (not air). The insurance company I use is RoamRight.
- b. Pro+ covers trip cancellation if you need to cancel your trip for a covered reason prior to departure. The second On-Trip ONLY covers you once travel starts and you are 100 miles from home. Both options include the important medical, accident, and medical evacuation coverage during travel.
- c. If you live outside of the U.S. (Canada), we can get coverage through RoamRight.

6. 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!!
- 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. If you are arriving into Aberdeen on Saturday, try to get a flight arriving 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 Saturday afternoon tour AND allows you to be rebooked on later flights arriving into ABZ should your flight get cancelled.
 - iv. Departing on May 19, 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 10:15 and 10:35 a.m. to LHR and AMS.

- v. After you have made your air reservations, please forward your booking to me via email. Forward booking right away so I can double-check it. If there are errors, most airlines give you 24 hours to cancel and rebook without penalty.

7. 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.
- c. I will let you know when I'm going to be booking ferry tickets. You must be near your cell phone to text me any codes sent to your phone by your credit card company due to the foreign transaction.

8. Pre or post arrivals

- a. Extra Aberdeen hotel nights: \$120 pp double occupancy; \$180 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.

9. 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.)

10. Pandemic/health

- a. There are currently no requirements for travel related to the pandemic. No testing, masks, etc. This could change!!
- b. The Fiber Garden requires COVID vaccination, including at least one booster within 12 months to travel. Please email a clip of your most recent vaccination to 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.

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

- a. Reviewing your information in the portal (using the link provided in an email)
- b. Paying your deposit (following the instructions you will be sent via email)
- 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