



In partnership with CIE Tours, Fiber Garden LLC presents...

## 2026 England Sheep-to-Shawl Tour

September 26 – October 7, 2026

## Frequently Asked Questions

### ##Terms & Conditions

You are about to embark on a wonderful travel experience that will take you from "sheep to shawl" as you travel throughout beautiful England! 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. In addition it includes the Terms & Conditions that you must agree to for participation. (You will sign off on these as part of the tour registration.) **Items marked with ## denote the terms and conditions of your participation.**

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). **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!

### What to Know Before You Register to Join the Tour:

- **##What are the physical requirements for the tour? I have some limited mobility and difficulty walking. Will this be a problem for me?** Please be advised that travel in England can sometimes involve uneven terrain, rough walking surfaces such as cobblestone and brick and farm pasture, short to medium walking distances during tours, and some stairs which can be challenging for those with mobility issues. Not all hotels have elevators, so you need to be able to climb some stairs. (You will not need to carry your large suitcase up stairs but will need to carry your hand baggage.) Tour coach does not have lifts or wheelchair ramps., so travelers must be able to mount steps into the coach unassisted. 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.
  - **##CIE Tours** requires that any physical assistance or accommodation be disclosed at the time of booking. If a condition develops or changes prior to the trip, we must be notified. Travelers needing assistance must be accompanied by a qualified companion. CIE does not provide personal services such as wheelchair pushing or walking assistance. Motorized scooters are generally unsuitable for bus tours.
  - **##Failure to disclose medical/disability/mobility needs** may result in cancellation or termination of the booking if they pose a risk to the traveler, other travelers, or staff. No refunds or reimbursement for expenses will be provided.
  - **##CIE tours and the Fiber Garden** is not responsible for denial of services by carriers, hotels, or other providers, nor for any additional costs incurred. Requests to bring wheelchairs, oxygen tanks, or other assistive devices on coach tours must be submitted in writing for approval prior to booking.
- **##What about health protocols and policies?** The health and safety of all participants is our highest priority. By choosing to participate in one of our events, you agree to take responsibility for your own safety and the safety of others. All participants in Fiber Garden events are expected to behave in a manner respectful of the group and take precautions to keep other participants safe from exposure to illness. Anyone showing signs of any illness after the start of an event will be required to wear an N95 or KN95 mask at all times. You will also be asked to eat meals separated from the group to minimize disease transmission. If your condition warrants, you may be required to depart the tour until you have received medical clearance to rejoin the group. By registering for this tour, you agree

to comply with any established health and safety regulations of CIE Tours and the Fiber Garden. Additional protocols may be implemented at any time to ensure maximum safety of participants or as public health guidance is updated.

- **##**CIE Tours reserves the right to remove or quarantine any passenger who shows signs of illness, or who poses a threat to the safety and health of other passengers. Removal or quarantine of passengers for any health, safety, or behavior-related assessment is at the sole discretion of CIE Tours. Passengers will be allowed to rejoin CIE Tours with confirmed medical certification from a licensed health practitioner indicating that they are fit to travel without causing harm or posing a safety threat to other passengers.
- **How do I reserve a space on this tour?** Please review the webpage for reservation instruction information. A link to the registration form is on the webpage for your convenience.
  - **##**CIE Tours reserves the right to substitute visits, entertainment and other features when establishments are closed or cannot be visited for reasons beyond our control, or for the general convenience of safety of the travelers.
  - **##**The Fiber Garden reserves the right to refuse any reservation for their tours, including from individuals who have been non-compliant with health and safety protocols or who have demonstrated a lack of consideration toward group members on previous tours.
  - **##**There is a minimum number of travelers needed for this tour to be conducted. If the minimum is not met, there are two options. 1) Tour will be cancelled and a full refund given for any payments made; 2) An offer will be made to those registered to travel with a smaller group at an increased price.
- **##Are the reservation and payment dates negotiable?** It is VERY important that you adhere to all stated deadlines for making reservations and payments to secure your space. **Final payment of the remainder of your trip balance will be due on July 10, 2026.**
- **Can the price of the trip ever increase?** Land prices include local government value added taxes (VAT). The exchange rate is guaranteed for our 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. Tour costs for single and shared rooms are listed on the [tour webpage](#). Here is what's included in this price:
    - 10 nights lodging; portorage for one suitcase
    - All breakfasts, 2 lunches, 6 dinners
    - All experiences outlined on the itinerary; coach and guide services
    - Group transfer to Manchester airport at the conclusion of the tour
    - All gratuities will be paid on your behalf during the tour. No more hassle trying to get enough local currency for the gratuities to pay drivers and guides! 😊 (NEW inclusion on our tours!)
    - Travel care package
  - Other expenses to plan for:
    - 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 illness or accident occur during your trip or if something outside of your control forces you to cancel your trip. The Fiber Garden will provide you with a price quote which varies by the age of the traveler. Insurance premiums typically average 8-15% of the trip cost and are based on the trip cost and age of the traveler. An [overview of the insurance offered](#) is on the tour webpage.
    - Air transportation and airport parking. For budgeting purposes, you can estimate \$1,500 round trip to London in main cabin. This is dependent on prices at the time of booking and your selected air

gateway. Actual airfares may be higher or lower, but you want to budget adequately. If you are going to park your vehicle at your home airport, add that cost to your budget.

- If you choose to add one night pre-tour and arrive in London a day early, the extra hotel night cost is posted on the [tour webpage](#).
- Be sure and budget for those treasures you'll want to purchase to remember your trip. There will be lots of fiber shops, full of temptations, to explore all throughout our trip!
- 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 may not be widely accepted once in England. 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 travel companies. **The Fiber Garden cannot accept any payments directly.**
- **##What is the refund policy if I need to cancel my trip?** The following information applies to individuals who must cancel their trip reservation.
  - Land cancellations:
    - \$250 deposits are non-refundable (unless the tour is cancelled by the Fiber Garden)
    - 65 - 46 days: Cancellation fee is 50% of trip cost
    - 45 – day of departure: Cancellation fee is 100% of trip cost

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.

CIE Tours and the Fiber Garden LLC cannot make refunds or exchanges for unused accommodations, services or features of any tour unless agreed upon in writing prior to departure.

CIE Tour Cancellations: If it becomes necessary for CIE Tours to cancel a coach tour prior to departure, for reasons outside of a Force Majeure Event, CIE Tours will rebook the group on the same tour for a future date of their choice at no additional land cost provided the new dates are within the same season or a voucher for Future Travel Credit will be provided. CIE will make every effort to secure the same hotel and visits for the future dates, confirmation will be based on availability. CIE Tours cannot accept responsibility for any additional costs or fees related to a canceled tour booking or for any cancellation penalties due to nonrefundable airfares or deposits. Travelers specifically agree and acknowledge that these are their sole remedies and specifically agree to not dispute or challenge credit card or debit card charges related to such travel.

- **##Do I need a passport?** Yes, you will need a passport that is **valid for at least six months 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](#). **If you need to apply for a passport or renew your passport, please do this immediately!**
- **##What if I have a criminal conviction?** You may be denied entry into your chosen destination because of any prior criminal convictions. It is your responsibility to check with the appropriate embassy to assess your situation.

## Preparing to Travel

- **Tour orientation.** Once the majority of travellers are registered for the tour, Deb at the Fiber Garden will conduct an orientation Zoom meeting. This orientation will be recorded for those who cannot attend the live session. This session will review payment of deposits, insurance, air booking, and more. No deposits will be due at the time of registration. Deposits will be paid following the orientation Zoom. A second “Prepare to Travel” Zoom will be held 3-4 weeks prior to the trip to discuss final details like packing, travel to London, etc.

- **##Are there restrictions/guidelines for luggage?** On guided coach tours you are permitted one piece of luggage and one carry-on bag per person. Porterage between the coach and your hotel room for one piece of luggage per person is included in the cost of the tour and these bags will be stored under the coach during transit. Travelers are responsible for transporting their carry-on bag between the coach and the hotel each day. Luggage should not exceed 30 x 20 x 10 inches and weight should be under 50 lbs; carry-on must be soft-sided, without wheels, and must be small enough to fit under the coach seat. (CIE Tours will provide you with a backpack that makes a perfect carry-on!) Luggage is carried at owner's risk throughout the tour unless insured.
- **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, including a packing list. We will also review packing during our "Prepare to Travel" Zoom.
- **What is the weather in England?** Average temperatures in October in England is highs of about 60 and lows about 50. Rain is frequent, but usually brief. When planning your wardrobe, think "layers" that you can easily put on and take off.
- **How will air be booked? Do I need to book my own air?** The Fiber Garden will review where travelers will be coming from throughout the United States and your preferred home air gateways and will recommend flights that will coordinate your arrival into London and departure out of Manchester with others in the group. During this time of airline industry challenges, it is recommended that travelers book their own flights directly through the airlines (*NOT* through a third party!) so you have direct access to your air reservations. Deb is here to help you all along the way, so if you are not experienced at booking air, she will help you. We will discuss air booking during our tour orientation Zoom
- **##How do I get from the airport to our London hotel upon arrival?** You will need to take a taxi or book a transfer from the airport to the hotel. Since you will likely be arriving into London with others in our group, you can share taxis for a very reasonable fee. The Fiber Garden will advise you on transportation to the hotel.

**##Please be sure to thoroughly read any information e-mailed or sent to you by Deb and the Fiber Garden. It is your responsibility to thoroughly review all information sent to you. Questions should be directed to [deb@fibergarden.com](mailto:deb@fibergarden.com)**

The Fiber Garden will work with you all the way guiding you through the pre-trip preparations, tour documents, etc.

## **During the Tour:**

- **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. Personally, I purchased an unlocked smart phone and a T-Mobile account. It is very cost-effective and provides reliable service while traveling in Europe. It will be far more economical to rely most heavily on Wi-Fi for communications as it is readily available and less expensive. You can use apps such as WhatsApp or Skype to make calls using Wi-Fi.
- **Is there internet access?** Yes! Most hotels have free Wi-Fi, so you can keep in touch back home as we travel. You will also be able to access Wi-Fi at some local tour stops, etc. Internet speeds can be unreliable at times but should be available in most of the locations we will visit.
- **Currency.** England's currency is the Pound Sterling. You can exchange currency through your bank, at your U.S. airport, through an on-line currency exchange, at the airport on arrival in London, or at local ATMs in the cities we will visit. You will get the best exchange rates once you arrive in England by using a local bank-affiliated ATM. ATMs, available at the London airport, will dispense cash in the local currency. It is best to carry smaller denominations of U.S. dollars as most places will not accept \$100 bills for exchange.

## **Post-tour:**

- **How do I get to the Manchester airport at the end of the tour?** We will have a group transfer from our hotel to the airport. 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.

##If you need to book an early flight and you are unable to utilize the group transfer, we will advise you on the best options to get to the airport. If you are unable to utilize our group transfer, airport transportation will be at your expense.

## **Additional Terms:**

##**Errors & Omissions:** While every effort is made to ensure the accuracy of information in brochures, on the website or elsewhere, errors and omissions may occur. CIE Tours and the Fiber Garden LLC reserve the right to correct such errors and omissions at any time.

##**Data Protection and Privacy.** CIE Tours and the Fiber Garden LLC respects your privacy and is committed to protecting it. We collect and use data relating to you in order to deal with your query or complete your order. This personal data may include your name, date of birth, contact details and bank details. We use your personal data to create a booking file, to process your order and to administer your tour. We collect your personal data in order to comply with our legal obligations and to perform any contract that we enter into with you. Where relevant for your booking, we may disclose your personal data to other organizations, such as transport providers, tour guides and hotel. Your data may be transferred outside of the European Economic Area.

### ##**Understanding of Risk:**

- You understand that there is an inherent risk of exposure to COVID-19 and other communicable disease in any public place where people are present, including such trips, and you voluntarily assume all risks related to exposure.
- CIE Tours and Fiber Garden LLC reserves the right at its sole discretion to decline to accept or retain any passenger on any of its tours if it deems accepting or retaining any such person would be detrimental to the tour. In the event any passenger is removed from a trip for any basis including but not limited to communicable diseases, CIE Tours and the Fiber Garden LLC have no obligation to refund to that person that portion of the payment allocable to unused services.

##**Solo Travelers Requesting a Roommate/Roommate Cancellation.** There are no guarantees that a roommate will be available for solo travelers requesting one. The Fiber Garden is not responsible if roommate cancels. Single occupancy rates will apply in these situations, or you may cancel and receive a refund according to the cancellation schedule.

## **Last but not Least!**

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

Deb Jones, Owner, Fiber Garden LLC

e-mail (preferred communication method): [deb@fibergarden.com](mailto:deb@fibergarden.com)