

## **We know you're excited about your trip to Ireland! Here are some FAQs**

### **Q: Where is the Old Ground Hotel?**

*A: The **Old Ground Hotel** is located on O'Connell Street in the town of Ennis in the center of County Clare, Ireland. The phone number is 011.353.65.682.8127.*

### **Q: How often do you send a group and what is included in the cost?**

*A: We send groups about 6 time per year, departing on Wednesday and returning the following Thursday. The price includes roundtrip airfare, seven night's accommodations and daily breakfast.*

### **Q: Can you describe the accommodations?**

*A: The Old Ground Hotel recently underwent a significant refurbishment program and is a Four Star Ennis Accommodation Rating hotel. All bedrooms are furnished with fresh, crisp linens and the softest duvets and pillows to ensure a great night's sleep. Each room contains a sitting area, a power shower and a wide range of complimentary toiletries. Rooms with air-conditioning, sound systems and wireless internet may be requested.*

### **Q: How can I check for availability?**

*A: You can contact Kerry Kathleen at **(920) 362-6393** or email Kerry at [kerry@bestirishtour.com](mailto:kerry@bestirishtour.com) and she will respond to you as soon as possible, typically within 24 hours.*

### **Q: How can I pay for the trip?**

*A: We accept personal checks and credit cards.*

### **Q: How far in advance should I book my trip?**

*A: Reservations are on a first-come first serve basis. We hold your spot once we receive your deposit and registration form. Our tours sell out often so we suggest you book early!*

### **Q: When is the balance due?**

*A: The balance is due 90 days before your departure.*

### **Q: How do we get to O'Hare from Wisconsin?**

*A: The tour departs from **Chicago's O'Hare** airport. It is your responsibility to get to the airport 2.5 hours before departure. We suggest driving your car and parking at **Wally Park** near O'Hare or purchasing a **Coach Bus** ticket from Milwaukee to O'Hare.*

### **Q: Will there be anyone at O'Hare we need to meet?**

*A: You do not need to meet anyone upon arrival. You go to the Aer Lingus ticket counter with your confirmation number and passport and check in like any other flight you take. You will receive your confirmation number in your packet 30 days prior to departure.*

### **Q: Are the daily tours mandatory or optional?**

*A: We have gone through great lengths to construct a great daily tour program for you. You will be escorted through the many great sights and attractions of Ireland's West coast. However, these tours are optional and do require an additional cost to participate.*

### **Q: I don't have a passport. Where do I get one and how long does it take?**

*A: You may apply for passports at your local post office. Passports take about thirty days to obtain but the process can usually be expedited for an additional fee.*

### **Q: What if I want to cancel or change my plans?**

*A: Cancellation fees are the full amount of the deposit. Tickets are nonrefundable.*

**Q: What type of currency should I bring with me?**

*A: Ireland's currency is the Euro. Money can be exchanged once you arrive in Ireland, but Irish banks will not exchange \$100 bills. Visa and Master Card are widely accepted throughout Ireland. If you bring traveler's checks we recommend \$20 increments. We also recommend calling your credit card company to inform them that you will be using your card outside the United States. You will have the opportunity to visit a bank on your first day in Ireland and throughout the week to exchange currency.*

**Q: Should we exchange money ahead of time?**

*A: The exchange rate is almost always better in Ireland so we suggest exchanging around \$75 here at your bank and then bringing along cash (No larger than \$50 bills) to exchange at the bank in Ennis. The bank in Ennis is just a few blocks away from the Old Ground Hotel. You can also use a Debit card in Ennis to withdraw Euro right through that.*

**Q: How much should we budget for spending money?**

*A: This is a tough question to answer for guests as everyone's spending habits are different. It truly depends on your needs and preferences. Prices in Ireland are similar to those in the Midwest. Some people like to only spend cash and some people plan on using mostly credit cards while in Ireland. A good bet is to have around \$500 in cash if you do plan on using a credit card as well.*

**Q: Can I use my credit card while in Ireland?**

*A: In most cases, yes you can. It is a good idea to call your credit card company ahead of time and double check with them. Let them know you will be traveling to Ireland and the dates you will be gone. Also ask them if they charge an international fee at all. Some credit cards charge anywhere between 1-3% additional for International Purchases.*

**Q: What is the time difference?**

*A: Ireland is six hours ahead of Central Standard Time.*

**Q: Who will meet us when we arrive in Dublin?**

*A: As soon as you disembark off the plane you will go to pick up your luggage. Once your luggage is in your possession you will have to go out one set of doors. Once you head out the doors you will see a driver from our shuttle bus standing there with a sign that says "Harp & Eagle Tours". He has a list of everyone who is taking the shuttle and will not leave without you. Check in with him when you see him.*

**Q: How do we pay for the shuttle to Ennis? How do we pay for the tours throughout the week?**

*A: You will not be charged for the shuttle to Ennis or any of the tours you take during the week until the last day of the trip. Throughout the week the shuttle service will keep track of how many times you go on tours and use the shuttle. On average, the use of the shuttle and tours are about €30 per person. (Around \$30 depending on exchange rate). Remember that the tour prices do include entrance fees to places you visit. At the end of the week you will receive a bill for your usage and you can pay for that with a credit card.*

