

PRICES

The prices in this brochure are per person and based on double occupancy, requiring at least two adults to share a room. Should your party include one adult and one child, the child will be charged the adult fare to cover the room cost, which is calculated on double adult occupancy. Children aged 11 and under, travelling with two full-fare paying adults, receive a discounted rate. Infants under 23 months will be charged for a coach seat. For solo travellers, a single supplement applies. Age is calculated based on the return date of travel. Please note brochure prices are for guidance only, and we operate a dynamic pricing policy. Prices can rise closer to departure dates due to availability and demand, so we recommend booking early for the best value.

HOTELS

We work with hotels that meet at least a 3-star national standard. These provide the basics — an en-suite bathroom and TV — but rooms in Europe are generally smaller than what many passengers may be used to in the USA, or Asia. Facilities such as air conditioning, lifts, or tea/coffee stations are not guaranteed. Water bottles are not supplied in rooms, and some hotels may have stair access only. Double beds are often two single beds placed together. Hotels are usually located outside the city centre.

Rooms for three guests are especially compact. These typically consist of one double (or two singles pushed together) and one small sofa or rollaway bed. The extra bed is designed for a child or single adult use, and space in the room will be very limited once it is added. If comfort and space are priorities, we recommend booking two rooms instead.

Hotels are usually located outside the city centre to allow for coach parking and to keep the tours competitively priced.

ROOM CONFIGURATION

Most hotels can only accommodate up to three guests in a single room. Families of four (two adults and two children) will usually be provided with one extra sofa/rollaway bed for one child, while the other shares existing bedding. Extra beds are not full-sized and do not add extra floor space. Scottish hotel rooms are particularly compact, so space may feel even tighter.

For solo travellers, a single supplement applies because all hotel pricing is based on double occupancy. Star Tours does not arrange room-sharing between passengers.

For example: if the tour cost is Adult £100 / Child £50, a booking for one adult and one child would be charged £200 in total.

YOUR FAMILY	WHAT YOU PAY	TOTAL	ROOMS
1 Adult + 1 Child	£ 100 + £ 100	£ 200	1
2 Adults + 1 Child	£ 100 + £ 100 + £ 50	£ 250	1
2 Adults + 2 Children	£ 100 + £ 100 + £ 50 + £ 50*	£ 300	1
2 Adults + 3 Children	You will have to pay for either a single supplement for your third child; otherwise, two of the children will have to upgrade to pay adult fares. You will receive two rooms		

*If a quad room is unavailable, a reduction as mentioned in the tour itinerary will apply. Note that such rooms have limited space and may not be suitable for taller adults.

SINGLE TRAVELLERS

Individuals travelling alone will incur the standard adult fare and a single supplement fee. Please note that Star Tours cannot facilitate room-sharing arrangements with other passengers.

CHANNEL CROSSINGS

In 2026, our coach tours will primarily operate through channel crossing routes originating from Dover, Calais, and Dunkirk and limited departures via Eurotunnel services from Folkestone. Star Tours retains the authority to divert tours to alternate ports as needed. Passengers must accurately complete and submit all required information through the new European Travel Information and Authorisation System (ETIAS) before arrival.

TOUR REPRESENTATIVES

Our escorted tours are led by a Tour Manager or Driver who will support you throughout your journey. On some departures, they may join the group after the first pick-up point. For flight or rail tours, you will travel unaccompanied for part of the journey and then meet the Tour Manager at the destination.

The Tour Manager is there to keep everything on schedule and running smoothly. Please follow their instructions on timings, seating, and meeting points so the whole group can enjoy the tour without delays.

The Tour Manager's role is to coordinate the tour for the group as a whole. They cannot provide personal assistance such as carrying luggage, managing medical needs, or handling immigration matters.

Please ensure at least one member of your group has a working mobile phone so we can stay in touch if needed. Tours are conducted in English. After the final sightseeing activity, the Tour Manager may leave the group, at which point our experienced drivers will take responsibility for returning you safely to England.

CHANGING THE ITINERARY & TIMEKEEPING

Your Tour Manager may adjust the itinerary during the tour, usually due to delays or local events. On group tours it's vital to follow the timings given, as all departures must comply with DVSA driving regulations. Passengers who miss a departure will need to make their own arrangements to rejoin the group, and any costs will be their responsibility. Itineraries, especially on flight tours, may change, and on some departures the routing may run in reverse. No sightseeing will be missed unless closures make it unavoidable. For the latest information, please check our website before making independent flight or travel plans.

COACHES & TRANSPORTATION

Our coaches are fitted with air-cooling systems and usually have a TV and DVD/CD player. Emergency toilets are provided but should only be used when essential. On flight tours, or where smaller vehicles are used, toilets may not be available.

Transfers may sometimes be by car, minibus, or other vehicles without toilets or reclining seats. Some coaches may have USB charging points, but Wi-Fi and mains charging are not available. To keep journeys safe and pleasant, only water and dry snacks may be consumed on board. Smoking, e-cigarettes, vaporisers, and alcohol are strictly prohibited. Last row seats may not recline.

Please note: If a replacement vehicle is used, it may not offer the same facilities, and Star Tours cannot be held liable for any loss of amenities.

Coach travel is balanced with sightseeing and rest breaks, but long journeys are part of experiencing Europe's many highlights in a short time.

DISTANCES & JOURNEYS

Europe is vast, and long days of travel between cities are part of the experience on a touring holiday. Rest stops are built into the itinerary in line with driving regulations, but passengers should be prepared to spend several hours on the coach.

We recommend dressing comfortably and keeping essentials such as water, dry snacks, tissues, power banks and medication in your hand luggage. Please note that delays caused by traffic or mandatory driving breaks are outside Star Tours' control and form part of the journey.

CURRENCY

We strongly recommend arranging your currency before the tour. Exchange facilities and ATMs can be limited, and card payments are not always accepted. Small amounts of euro change are especially useful for toilets and minor purchases. Most of Europe accepts euros, but Swiss francs are essential for Switzerland. For UK tours, pounds sterling are required. Star Tours cannot be held responsible if passengers are unable to make payments or access facilities due to lack of local currency.

CHILDREN & YOUNG INFANTS

Infants under two years old will be charged an infant fare, with an additional supplement on flight tours. For safety reasons, we strongly recommend that parents bring a coach-compatible booster seat for their child. Star Tours does not supply booster seats, and it is the parent or guardian's responsibility to provide, fit, and use one if they wish. Choosing not to use a booster seat may reduce your child's comfort and safety, and Star Tours accepts no liability for this decision.

We recommend parents carry ready-to-use baby food and milk, as these are not available at hotels or restaurants during the tour. Since not all hotels provide kettles, bringing a bottle warmer or travel kettle is advisable. Pushchairs and strollers must be foldable to fit into the coach luggage compartment. For safety reasons, children are not permitted to sit in the front rows of the coach.

BAGGAGE

Each passenger may bring one suitcase (up to 23kg, maximum size 90 x 75 x 43cm) and one piece of hand luggage (up to 5kg, maximum size 20 x 20 x 48cm). The driver will assist with loading and unloading, but you are responsible for carrying your luggage to and from your hotel room. Some hotels may not have lifts.

Luggage stored in the coach lockers can only be accessed at hotels or the final stop, not during the journey. Any items exceeding the allowance will be charged at £10 /\$15 per bag, per day (subject to availability).

All luggage is carried at the owner's risk. Star Tours is not responsible for loss, theft, or damage to personal belongings. We strongly recommend adequate travel insurance.

WEATHER

Weather across Western Europe is changeable, much like the UK. Always pack a small umbrella and check average temperatures for your destinations before you travel. Evening sightseeing can be cooler, so bring something warm.

CLOTHING, ACCESSORIES & HEALTH

Pack light, comfortable clothing with a jacket or sweater for cooler evenings. A waterproof jacket or umbrella is essential for sudden showers. For warmer days, bring sun hats, sunscreen, and comfortable walking shoes. We also suggest carrying a travel adapter, as plug types vary across Europe. Some passengers find it useful to bring a small hair dryer, travel iron, or kettle, since not all hotels provide these.

Tours involve long journeys, sightseeing on foot and varying weather conditions. Please bring sufficient prescription medication for the duration of your holiday, as access abroad may be limited. Passengers with health concerns should consult their doctor before travelling to ensure the tour is suitable. Tours involve a moderate level of walking, sometimes on uneven surfaces or uphill. Passengers should ensure they are physically able to participate in the planned itinerary.

LOST PROPERTY & THEFTS

Passengers are solely responsible for their belongings at all times. Star Tours cannot retrieve, store, or transport items left behind, including across international borders, even if authorised.

In the event of theft, you must report the incident immediately to the local police and obtain a crime reference number. Your tour representative can assist by pointing you to the nearest police station but cannot file reports on your behalf.

To minimise risk, avoid carrying unnecessary valuables and remain vigilant in crowded tourist areas where pickpocketing is common. Comprehensive travel insurance that covers loss or theft is strongly recommended, even for EU citizens.

WHEELCHAIRS

Our tours are not specifically designed for passengers with mobility challenges. Itineraries often involve walking, steps, and long coach journeys. Manually collapsible wheelchairs and walking aids can be stored in the coach luggage compartment. Non-folding electric wheelchairs cannot be accommodated.

Drivers will help with loading and unloading, but passengers must be able to board and leave the coach on their own. Many hotels on our tours may not have lifts, so please consider this when deciding if the tour is suitable for you.

SEATING ALLOCATION

Seat allocation is managed solely by Star Tours. Requests for specific seats, whether for personal, medical, or other reasons, cannot be accepted. Allocations are based on booking numbers, group size, coach layout, and safety regulations, and may be adjusted at any time.

Seat numbers are provided only on the day of departure by the Tour Representative. Please note that our sales and contact centre teams cannot advise or confirm seat numbers in advance.

Families with children will not be seated at the very front of the coach, regardless of early booking. Passengers travelling on different booking references who wish to sit together must inform us at the time of booking. Once seats are allocated, they cannot be changed.

EARLY BIRD OFFERS

Early Bird Offers apply only when the required deposit is paid at the time of booking. These offers cannot be combined with other promotions, discounts, or vouchers, and are not available for infant travellers.

If an Early Bird Offer includes complimentary hotel accommodation, this will be at a minimum 3-star property in the Wembley/Heathrow area (or nearby). Hotel allocations may vary, and there is no guarantee that passengers travelling together will be placed in the same hotel. Rooming will follow the arrangements stated on your booking.

Early Bird Offers do not apply where a surcharge is added to the brochure price or where the tour itinerary has been changed.

FOOD

Food is an important part of the tour, and many of our passengers enjoy the comfort of having familiar Indian meals while abroad. Breakfast is usually continental and may include breads, cereals, fruits, juices, hot drinks, and milk.

For lunch and dinner, the menu is mainly Indian, with vegetarian dishes always available and non-vegetarian options (such as chicken or fish) regularly included, especially at dinner. A typical meal will include items such as naan or chapati, curry, dal, rice, and salad. Jain meals can also be requested in advance.

Menus are designed to offer comfort and familiarity while abroad. While some repetition is unavoidable when providing Indian meals across multiple countries, we aim to keep a balance of variety in curries, dals, and non-vegetarian options.

Meals are usually buffet style, served in hotels or restaurants, with tap water included. Other drinks can be purchased separately. Depending on the itinerary, meals may sometimes be served outdoors at service stations or rest areas, or provided as packed meals. Dinner is normally arranged in a designated dining area within the hotel or restaurant, with assigned seating.

Passengers with strict dietary needs or allergies should make independent arrangements before travel, as we cannot guarantee allergen-free or highly specialised meals. If a meal cannot be provided, you will receive a reimbursement of €10 for lunch and €15 for dinner.

EXCURSIONS

At popular sites, waiting times can be lengthy due to high visitor numbers, weather, or local events. Entry is subject to the ticket type purchased, and once you exit, re-entry is not permitted. Refunds are not issued for delays, closures, or restrictions beyond our control, including those imposed by public authorities. Lost or stolen tickets cannot be replaced.

Some excursions may have capacity limits. For example, Eiffel Tower tickets cannot be pre-purchased by us, so extremely long queues are to be expected.

ADDITIONAL EXCURSIONS

Our itineraries are designed to include the main highlights at a competitive price. On some tours, the Tour Representative or driver may offer optional excursions to complement the experience. These are separate from the tour package, subject to availability, and must be paid for in cash before departure. Participation is voluntary and we cannot guarantee that every optional excursion will be offered on every departure.

PICK-UP AND DROP-OFF POINTS & TIMES

The times shown in our brochure and on our website are indicative and may change. Some pick-up points may carry a supplement charge if minimum numbers are not met. Passengers should arrive at the pick-up point 15 minutes before the stated time. Late arrivals must make their own arrangements to rejoin the tour, and no refunds are given for missed connections. If you are arranging independent travel to or from the pick-up or drop-off points, please allow for potential delays, as Star Tours cannot be held responsible for missed onward connections.

Return journeys from the continent usually arrive in Dover between 20:00 and 22:00. Coaches then proceed to the original London pick-up points, with arrival expected between 22:45 and 02:00 (next day). All timings are approximate and subject to traffic, border checks and road conditions. The order of pickup and drop-off may vary.

DIETARY, ROOM ALLOCATION & OTHER REQUESTS

If you have special request (rooms on the same floor, particular meal types, or seating), please let us know at the time of booking. We will pass these on to the relevant supplier, but they cannot be guaranteed.

Many requests, such as early check-in, late check-out, or packed meals from hotels, are at the hotel's discretion and may carry an extra charge. If something is essential to your holiday, we recommend confirming it directly with the supplier before travel.

Passengers with dietary needs should also carry suitable snacks or alternatives, as local availability cannot always be guaranteed.

FARAWAY TOURS

Our Faraway Tours are run by trusted local ground operators who manage the day-to-day arrangements. These tours may run with small groups (sometimes as few as two to four travellers) and may not always have a dedicated Star Tours representative. Instead, you will have local contacts for emergencies and assistance.

Sightseeing is usually led by local guides, though some free time is included for independent exploration. Transport is arranged locally and does not have assigned seating. You may share excursions with other travellers who have booked through different companies.

Meals are provided at selected restaurants or during excursions, usually within walking distance of your hotel. On these tours, you have greater flexibility but should be prepared for variations compared with our escorted European coach tours.

CUSTOMS & IMMIGRATION DELAYS/ENQUIRIES

Star Tours cannot assume responsibility if passengers encounter delays or are detained by government departments such as the Police, Customs, Immigration or other authorities in the destination country.

It is the passenger's responsibility to ensure that passports, visas, ETIAS approvals, and any other required travel documents are valid for the full duration of the trip. Star Tours cannot accept responsibility if boarding or entry is denied due to incomplete documentation.

EUROPEAN TRAVEL INFORMATION & AUTHORISATION SYSTEM (ETIAS)

Travellers from visa-exempt countries such as the UK, USA, Canada and Australia must apply for ETIAS authorisation to enter the Schengen Area for short stays (up to 90 days). The application is completed online with personal and travel details and should be done well in advance of travel. ETIAS approval is valid for three years, or until your passport expires, and allows multiple short-stay entries. Always carry a copy of your approved ETIAS when travelling.

ATOL

Your financial security is protected under the Package Travel Regulations 2018. Star Tours holds ATOL licence number 5639, which covers our air holiday packages and flights. This ensures your money is safeguarded and you will be repatriated if we become insolvent. Please note that not all services in this brochure are covered by ATOL – check with us if you are unsure.

ABTA

Star Tours is a member of ABTA (membership W8770). This means you benefit from ABTA's support and Code of Conduct, which includes clear standards for service and protection if things go wrong. If a dispute cannot be resolved with us directly, you have access to ABTA's approved arbitration scheme. Full details can be found at www.abta.com

