

FAQ

DETOURS IN FRANCE – *Guided and Customized Tours*

Questions ?

Will we be with other people doing your tours? It Depends. We offer two types of our guided tours, PRIVATE and JOIN A SMALL GROUP, each with advantages. The private tours are just for you; you'll have the guide and vehicle to yourself, and can help determine in the trip planning stage what you would like to do at what pace each day, to make it exactly the way you want. This flexibility has a price, so if you are looking for a slightly more affordable way to explore, and are happy to share your discoveries with a small group of like-minded travelers (generally up to maximum 8 people, all English speaking), then you could consider joining on of our Small Group Tours.

Are there fixed departure Dates?

NO. Just tell us your preferred arrival date, and we will confirm availability back to you. If for some reason that specific date doesn't work (which is rare), we will propose an alternative, either in dates or different hotel accommodation.

Some of the activities on our tours are only available on specific days of the week. Depending on what date you want to arrive, you may not do the days in the same order therefore as on our website. A very few of our tours have one or two days in the week that you cannot arrive, and we have noted this in the day-by-day itinerary descriptions.

I am a single; can I do your tour on my own?

YES. We have many travelers who are keen on exploring France, but are travelling on their own. You will find your hosts at the hotels and restaurants in the evenings warm and accommodating. Our published prices are based on double occupancy, so contact us and we can give you a quote with the single supplement included.

Why don't you publish single supplements?

The single supplement varies a lot depending if you are joining others on a trip, but in a single room (in which case overhead costs on the trip such as the guide are divided between several people) or when someone is travelling on their own, and those costs are factored into their private trip price. To avoid confusion, and to be sure we are quoting the best possible price for your specific scenario, we prefer to give a specific price for each request.

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How would you describe your accommodation levels?

All of the hotels we use have been chosen with great service and excellent locations in mind. We offer 3 different levels of accommodation on our tours:

CLASSIC Comfortable 2 and 3 star hotels, all of course with private, en-suite bath. Many of our CLASSIC hotels are family-run.

CLASSIC + A selection of charming 3 and 4 star hotels – we try to find places with great personality that reflect the region, and are not too large.

DELUXE The best hotels the itinerary can offer; luxury accommodation: 4 and 5 star hotels

To help you choose, we list on our website exactly which hotels we use in each category on each itinerary; if because of availability, we cannot offer the hotel listed, you will know this and be given other options to choose from before booking.

You can also mix and match levels – perhaps you feel like spoiling yourselves for the final evenings, or perhaps there are specific hotels that appeal that you would like to include – just let us know.

Questions ?

What type of restaurants do you include?

The French are passionate eaters, and we believe that meals are a big part of your travelling experience. The dinners we include, either at your hotel's restaurant, or in great, local spots, make delicious, high quality meals, with fresh ingredients, and that reflect the region's culinary culture. This doesn't mean you'll be eating at Michelin-starred restaurants every night; it means you'll be eating at places with great ambiance, loved by locals as well, sometimes relaxed, sometimes more gourmet, but always with fabulous, fresh food.

Can you accommodate my dietary restrictions?

Absolutely. Once you have booked, we will check with you to see if you have any dietary restrictions we should know about, and we communicate them to the restaurants we work with for your tour. Restaurants in France are much better now than they were in the past about accommodating these in a satisfactory and delicious manner.

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How does the Custom Tour service work?

The tours we show on our website are all wonderful, but you can treat them as a simple starting point. We pride ourselves on our ability to do customize your trip, and to offer great advice for doing so. If you have something specific you would like to do, don't be shy – let us know. Either we will help your dream become a reality, or if there is a good reason to not do it, we'll give you our expert advice and try to come up with a fantastic alternate solution.

TELL US *YOUR* DREAM TRIP!

Where are you based?

Our office is located in Beaune, France, in the heart of Burgundy. Being based in France means we have the local expertise and easy access to all our trip regions. We travel to them OFTEN (we do route work and research every year), to check out hotels and restaurants, go over itineraries, and meet with our contacts, and we update our tours so that you are always getting the best trip possible.

We have Trip Managers who help us in our work in each region as well, meaning there is someone in the region with very local knowledge, whether it be in Alsace, Brittany, Bordeaux, Dordogne, the Loire, Normandy, Provence...

Questions ?

I'm ready to book, how does this work? What kind of deposit do you require? What if I need to cancel my trip?

We will send you a booking contract to fill out and to scan and e-mail back to us. We require a 30% deposit to confirm your tour, by VISA or MASTERCARD. This deposit is fully refundable up to 2 months before your tour. We will charge final payment 1 month before your trip dates, which is then non-refundable. All our (very straightforward) booking details are outlined on the booking contract.

We do not sell Travel or Cancellation insurance; there are many companies specialized in this service that we recommend you look into, for your country of origin. Also, it is a good idea to check with your credit card company to see if there is travel insurance included when you pay for your holiday with their card.

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I'm booked. What is the best way for me to get to the start of the trip? Can you help me book my flight / train tickets?

We are not a ticketing Travel Agent, so we cannot purchase flight or rail tickets for your travel. However, we are more than happy to help out with advice regarding the best itineraries and timing to get to and leave from your trip.

For rail travel, it is best to wait until less than three months before your trip, as that is when the French Rail Company (SNCF) finalizes their schedules. They have their own website www.voyages-sncf.com, but it can be difficult to use for purchasing tickets with non-European credit cards. We have found another company, www.capitainetrain.com which is very easy to use to check schedules and to purchase tickets, and which in our experience is priced much better than the international Eurail company. You have to sign up for it, but it is free, and they do not hassle you with spam afterwards.