

## **Commonly Asked Questions and Answers:**

### **Do you itemize and break down the cost for my concierge?**

Our concierge service creates packages that include accommodations, transportation, guides, tickets, and other services. We do not itemize and break down the cost for individual services.

### **Do you book restaurants?**

We do not make restaurant reservations, but we happily make recommendations in most locations that you are visiting.

### **When will you tell us the names of our accommodations, drivers and guides?**

The names and contact information of our preferred accommodations, drivers and guides will appear in your digital itinerary ("Trip Plans") after the required 50% deposit. Prior to that, we are happy to provide photographs of our luxurious accommodations.

### **Can I take taxis instead of hiring a private driver?**

While the staff at most of our accommodations will assist in calling you a taxi, often your transportation needs will be time-sensitive. For example: You might need to reach a museum with specifically timed tickets, or perhaps you'll need to meet a guide at a designated time and location. The wait for taxis is unreliable. It might be 5 minutes, or 50 minutes. Furthermore, taxi prices can be unreliable and questionable. We remove these stresses with our trusted team of private, professional drivers.

### **Is the city tax included for our accommodations?**

Many cities in Europe add a "city tax" to accommodations, and often it is a cash only payment. Therefore, city tax is not included in our packages. While the city tax varies from place to place, plan on 4 to 8 euros per person, per night, per room.

### **Will you send us to hotels that you have never used or visited?**

All of our accommodations are time-tested, personally approved, and frequently used by Keyrow Tours for many years. All our historic hotels are chosen for their cleanliness, safety, comfort, location, and charm. If you happen to be traveling to an area that is not a part of our normal itineraries, our valued European partners assist us in making the best hotel choices for your experience.

### **What about tipping?**

Tipping in Italy is not expected. As a rule, for good experiences, we do recommend 10% for meals. For drivers, we suggest 10-20 euros for short transfers, and 50 euros for a full day.