



EUROPE

ADDITIONAL
TRAVEL INFORMATION

BEFORE YOUR JOURNEY

PASSPORTS/VISAS/HEALTH

The Venice Simplon-Orient-Express passes through Austria, France, Italy, Switzerland and the UK, and on selected departures also travels through the Czech Republic, Germany, Hungary, Romania, Bulgaria and Turkey. Please ensure that you and your party comply with all passport, visa, customs and other formalities and regulations including obtaining vaccination certificates where necessary.

If you are a citizen of the EU, there are currently no visa and health formalities in respect of countries visited by the Venice Simplon-Orient-Express, except for passengers travelling to/from Istanbul. Separate information is available for passengers on these departures. However, passport, visa and health regulations do change, and you are advised to check with the appropriate embassy or authority well before your journey/holiday commences.

Passage may be refused to a passenger who does not have the correct documentation. If a visa is required for a particular European country, it will still be needed even if you are only passing through that country. Failure to obtain a visa prior to travel may result in a passenger being unable to board the train. Visas cannot be obtained at border crossings.

HOLIDAY INSURANCE

We strongly recommend that you take out adequate insurance in respect of your journey or holiday.

IF WE NEED TO CONTACT YOU

It's important that we can contact you and your local agent prior to the train's departure in case of emergency. Please ensure that both our reservations team and your local reservations agent have your mobile telephone number and are aware of where you will be staying the night before and after your train journey.

LUGGAGE/SECURITY

You should ensure you do not carry or include in your luggage items that are prohibited in any of the territories through which you pass, as this could lead to serious penalties. Please note that luggage may be X-rayed or hand-searched for security purposes during the journey.

PLEASE KEEP YOUR TICKETS AND PASSPORTS WITH YOU. DO NOT PACK THEM IN YOUR CABIN LUGGAGE OR STORED LUGGAGE.

We recommend you label your baggage with a contact address and your hotel/destination. Due to space constraints, unless we agree otherwise in advance, the luggage allowance per passenger on board is: one suitable piece of hand luggage; one suit carrier or overnight bag, which will be placed in your cabin; and one suitcase weighing no more than 23kg, which will be checked in for storage and only available at your final destination.

Hand luggage: Passport, tickets, jewellery, money, camera, fragile items and any medication should not be checked in. If you're travelling to or from London, you will need to carry your hand luggage on and off the cross-Channel transport as porters are not available.

DIETARY REQUIREMENTS

We make every effort to cater for food allergies/intolerances, or any other special dietary requirements on board. However, if we have not received your requirements prior to departure, we may not be able to accommodate your specific needs. We regret we are unable to provide meals requiring strict religious observance in the preparation.

WHEELCHAIR ACCESS & MOBILITY

We're able to accommodate passengers with slight walking difficulties but we recommend you're escorted by an able-bodied passenger. Please make this evident at the time of reservation, or at least prior to departure, so that we may try and allocate you a cabin closer to the Restaurant Cars. This is subject to availability.

Re-assignment to a different cabin may not be possible at check-in. Travel is subject to our conditions of carriage, which are available on request or at belmond.com

We regret that the dimensions and layout of the Belmond British Pullman and Venice Simplon-Orient-Express train are not suitable for onboard wheelchair users.

LIFE ON BOARD

CUSTOMS AND IMMIGRATION ON THE TRAIN

On the Venice Simplon-Orient-Express your passport will be held by your cabin steward. Passport and customs formalities take place at all frontiers, but you will not normally be disturbed at frontier crossings or during the night. Your passport will be returned to you immediately before disembarking.

TRAIN LAYOUT

Belmond British Pullman, sister train to the Venice Simplon-Orient-Express, normally consists of 11 Pullman Dining Cars. When checking in, you will be given your Belmond British Pullman carriage name and seat number, eg Cygnus 20.

At its maximum length, the Venice Simplon-Orient-Express consists of 17 carriages. The Restaurant Cars, Bar Car '3674' and Boutique are situated at the centre of the train and your sleeping cars will be located on each side of the train. Single cabins are located at the furthest end of the train. In order to reach the Restaurant Car or Bar Car '3674', you will need to walk through other carriages. For guests who have booked a single cabin and have slight walking difficulties, if this is an issue please contact your booking office in advance of your departure for possible alternative arrangements. Please note that the train configuration may be different on some journeys.

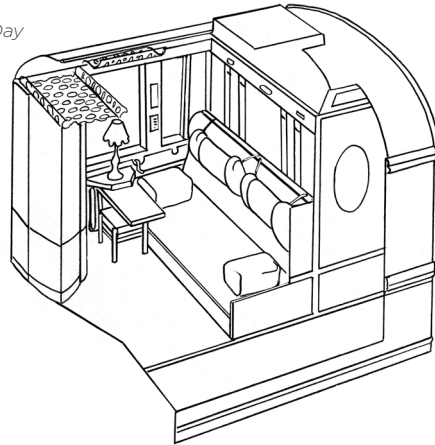
Your Venice Simplon-Orient-Express carriage and cabin are identified by a letter and a number, eg B5, which you will be given at time of check-in. We regret that we cannot accommodate facing-engine seating for the journey on the Venice Simplon-Orient-Express as the train's direction changes several times.

TRAIN SPEED

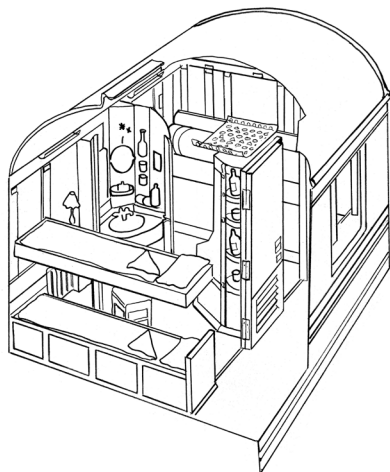
The average speed of the train is 130kph. Our train is authorised to travel at up to 160kph.

The Venice Simplon-Orient-Express travels within the constraints of the national and international railway networks. Therefore routes, timings and itineraries are subject to change without notice. Please bear this in mind when making arrangements for onward travel connections, business appointments and other engagements directly following your arrival at the train's destination.

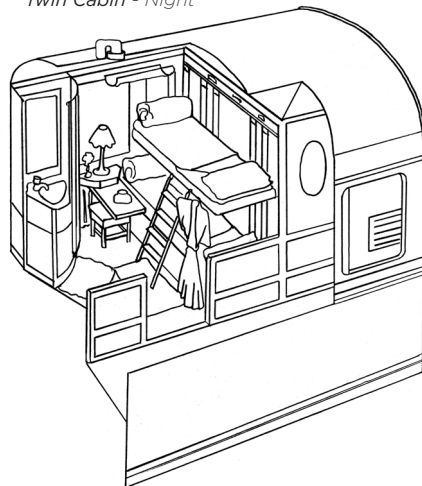
Twin Cabin - Day



Cabin Suite - Day & Night



Twin Cabin - Night



Illustrations not to scale

CABINS

The Venice Simplon-Orient-Express cars are the original 1920s models. There are four cabin types:

Single Cabin: One lower berth.

Twin Cabin: Upper and lower berths.

Cabin Suite: Two interconnecting Twin Cabins.

Grand Suites: Private en-suite facilities with Twin or Double bed.

During the day, the berths are transformed to offer comfortable banquette seating from which to enjoy the passing scenery.

All cabins have their own washbasin cabinet, hot and cold water, towels, soap, a dual voltage plug, 220/110 volts for electric razors and three 220-volt continental sockets. For travel hair appliances, the maximum wattage available for their use is 1000 watts. Robes are available in your cabin for use on board along with complimentary slippers. Robes may also be purchased in the Boutique. A lavatory is situated at the end of each carriage. There are no shower or bath facilities.

Heating and air-conditioning are centralised and can be individually controlled from your cabin.

Our electrical power is supplied by the railway networks. There may occasionally be shortages during the journey.

Please note that Single Cabins are located at one end of the train and do not interconnect with Twin Cabins.

GRAND SUITES

Our three Grand Suites offer new levels of luxury accommodation aboard the train. Each features a private en-suite with shower and toilet, hot and cold water, towels, a full-length mirror, hairdryer and complimentary amenities, including bathrobes and slippers that you can use and take home. Each suite features a safe, individually controlled air-conditioning and heating, and a dual voltage plug, 220/110 volts for electric razors and 220-volt Continental sockets. The double bed can be configured into twin (two single) beds. In the living area, the sofa can be transformed into a smaller bed suitable for a child.

ONBOARD DINING

Table d'hôte meals, tea, coffee and water are complimentary in the restaurants and in your cabin and are included in your fare. All other beverages are at an additional cost.

For a supplement, there is an à la carte menu for lunch and dinner, and a 24-hour cabin service for light snacks, refreshments and alcoholic drinks while Bar Car '3674' is open.

Grand Suite guests: Your journey includes the following:

- Caviar on arrival
- Free-flowing champagne in your suite throughout the journey
- Private in-suite dining for lunch or dinner if preferred
- Guaranteed table for two in your preferred restaurant car at your chosen sitting time
- All table d'hôte and à la carte menus (excluding caviar options)
- Champagne Celebration Breakfast served in your suite (à la carte menu to be ordered the day before)
- Grand Suite guests departing or arriving into London are seated in a private coupé on board the Belmond British Pullman.

Belmond British Pullman: Passengers departing from London are served brunch at their table on board the train, together with a complimentary Bellini. Passengers ending their journey in London aboard Belmond British Pullman will be served a great British afternoon tea, including sandwiches, savoury treats, cakes, pastries and scones.

MEET YOUR VENICE SIMPLON-ORIENT-EXPRESS TEAM

Cabin Steward: The steward responsible for your carriage will be available at all times and may be called by the bell in your cabin. He will take care of your passport during the journey, change your cabin from day to night configuration, and serve breakfast and other refreshments in your cabin as required.

Maitre d'Hotel: The Maitre D' will visit your cabin after you have boarded the train to take your lunch and dinner reservations. In principle there are two sittings for lunch and dinner. The Restaurant Cars have tables for parties of two or four. The Maitre D' may ask you to join other passengers to complete a table during busy periods.

Train Manager/Chef du Train: The Train Manager will be on hand throughout the journey to assist with any queries. If you wish to speak with your Train Manager, please tell your steward.

BAR CAR '3674'

Our chic bar stays open as long as you wish but services may be temporarily suspended at frontiers for customs formalities or at the Train Manager's discretion. All prices are in Euros. Drinks can be ordered in your cabin through your steward. All drinks are at an additional cost.

DRESS CODE

You can never be overdressed aboard the Venice Simplon-Orient-Express. Many men choose to wear black tie and suit/tuxedo for dinner, with women opting for stylish cocktail/evening dresses, which enhances the atmosphere for all passengers. We ask men to wear a jacket and tie for dinner. During the day, smart clothing is the norm for all passengers, excluding jeans, shorts and trainers. Full-length trousers must be worn in Bar Car '3674' and the Restaurant carriages at all times.

Out of respect for other guests, passengers inappropriately dressed may be asked to take their drinks and meals into their cabin.

MAILBOX

There is a mailbox in Bar Car '3674'. Your steward will be happy to forward your mail to our main office in Venice, where it will be posted. This is a complimentary service but, please note, not an express one and delivery delays may occur.

SIGNATURE BOUTIQUE

Discover a range of exclusively designed and handcrafted gifts in our onboard Boutique. On request, these may be gift-wrapped and brought to your cabin.

GRATUITIES

These are not included in your fare and are at your discretion.

FIRST AID

We carry first aid equipment for emergency use. If a doctor is required, please inform the Train Manager who will arrange for the passenger to alight at the next main station to receive medical attention.

MOBILE PHONES & COMPUTERS

For the comfort of your fellow passengers the use of mobiles, smartphones and computers should be restricted to your cabin. At all other times, please ensure these devices are turned off. WiFi service is available on board, but connectivity may be intermittent depending on reception coverage along the route.

NEWSPAPERS

Copies of *The New York Times International Edition* will be available from Bar Car '3674'.

SAFETY

Our staff are trained in all aspects of onboard safety and comply fully with international railway safety regulations.

SECURITY

A discreet security presence is an essential part of our operation, and it may be necessary for passengers to make themselves and their luggage available for inspection. Most cabins have a safe. If you wish to take advantage of this added security, please ask your steward for a key. All cabin doors are fitted with a security chain. Your cabin should be locked upon leaving – please ask your steward for a key. Venice Simplon-Orient-Express Ltd is not responsible for the loss of valuable items left unattended.

SMOKING

In accordance with European regulations, Venice Simplon-Orient-Express operates a no-smoking policy on board the train, including electronic cigarettes.

