



— ADDITIONAL TRAVEL INFORMATION —

BEFORE YOUR JOURNEY

YOUR CONTACT DETAILS

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 email address and are aware of where you will be staying the night before and after your train 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 Germany, Hungary, Romania, Bulgaria, Turkey, Belgium and Netherlands. Please ensure that you and your party comply with all passport, visa, customs and other formalities and regulations, including obtaining vaccination certificates where necessary.

Passports should have a minimum validity of 6 months beyond your journey stay date. However, as government travel advice is constantly being reviewed and passport, visa and other health regulations do change, we advise all passengers to check with the appropriate embassy/authority well before your journey commences.

HOLIDAY INSURANCE

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

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 ELECTRONIC TICKETS AND PASSPORTS WITH YOU. DO NOT PACK THEM IN YOUR 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 cabin size 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, electronic tickets, jewellery, money, camera, fragile items and any medication should not be checked in.

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.

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 Venice Simplon-Orient-Express is not suitable for onboard wheelchair users.

PLATFORM VARIATION HEIGHTS

Continental European train stations have different platform heights to those in the UK. Guests may have to manage high steps when boarding/disembarking the train. If you anticipate any difficulty in this area, please advise our reservations team at time of booking.

FOR GUESTS TRAVELLING FROM/TO VENICE

A shared transfer to and from your accommodation/Santa Lucia Station is included in your fare. You will need to carry your own luggage as there are no porter services.

HIGH AND LOW TIDAL WATERS

At certain times of the year in Venice, natural high and low tides affect the canals, making direct access to hotels difficult or even impossible. In such cases, it may take longer to transfer you to your docking point, or you may need to be rerouted to an alternative dock, from where you can walk with your luggage.

FOR GUESTS TRAVELLING FROM PARIS

A car transfer from your Paris accommodation to Gare Est station is included in your fare.

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Please reconfirm your pre- or post-accommodation details to your booking agent/reservation team at least 14 days prior to travel, together with your contact details in order for us to inform you of pick-up timings in Venice and Paris.

For guests whose accommodation does not include a 24-hour concierge or operator service, please inform our reservations team of an alternative telephone number on which we can contact the relevant party regarding your departure time and pick up details.

LIFE ON BOARD

CUSTOMS AND IMMIGRATION ON THE TRAIN

Please keep your passport accessible at all times. Customs formalities may take place at borders.

TRAIN LAYOUT

At its maximum length, the Venice Simplon-Orient-Express consists of 17 carriages. The Day Cars and Boutique are situated at the centre of the train and the sleeping cars are located on either side. In order to reach the Day Cars, you will need to walk through other carriages. For guests with slight walking difficulties, if this is an issue please contact your booking office in advance of your departure so we can endeavour to allocate you a cabin closer to the Restaurant Car. This is subject to availability. 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, e.g. B5. We regret that we cannot accommodate facing-engine seating for the whole 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 train is in constant motion and is subject to sudden breaking. Guests are advised to be mindful of this when aboard.

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

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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.

CABINS

The Venice Simplon-Orient-Express cars are the original 1920s models. The cabin types are: Historic Cabin, Suite or Grand Suite.

Historic Cabin: Take in Europe from the romantic setting it deserves with your own private historic cabin. Banquette seating offers the perfect vantage point to watch the landscape by day, while convertible sleeping berths — with soft, luxurious bedding — transform the cabin into an intimate retreat by night. Each Historic Cabin has a washbasin, hot and cold water, towels, bathrobes and slippers. WCs are located at either end of each sleeping carriage.

Suites: Each suite is inspired by a fusion of the landscape our train travels through and design from the Art Deco period. Plush fabrics and furnishings channel famed Art Deco designers, such as Dufrene and Lalique. These reimagined suites were fully restored by expert craftsmen in France, and complement the existing Grand Suites and Historic Cabins that make up our sumptuous on board experience.

INCLUDES:

- Double or twin beds
- Private marble ensuite bathroom
- Lounge area by day (the bed converts to a seating area)
- Complimentary amenities including a kimono and slippers to take home

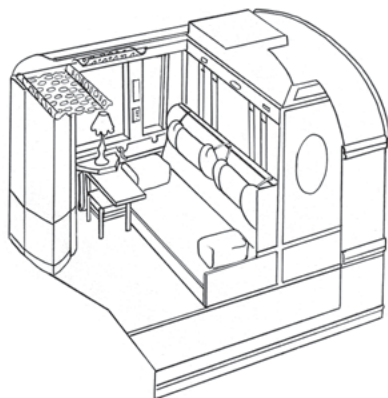
Grand Suites: Indulge in new levels of luxury aboard the train by staying in one of our six grand suites. Interiors inspired by Paris, Venice, Istanbul, Vienna, Budapest and Prague embody art deco indulgence while providing every modern comfort. Each suite comes complete with either a double or twin beds and includes a living area, perfect for sipping the free-flowing champagne as you relax in style. Spacious ensuite bathrooms and impeccable cabin service complete the experience.

INCLUDES:

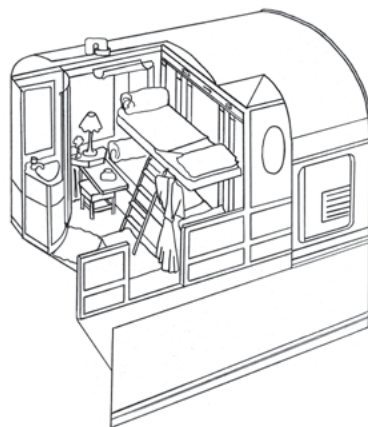
- 24-hour butler service
- Free-flowing champagne
- Private in-cabin dining
- Spacious marble en-suites
- Plush lounging area

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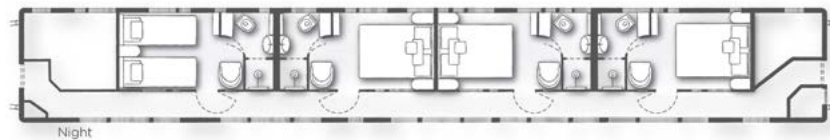
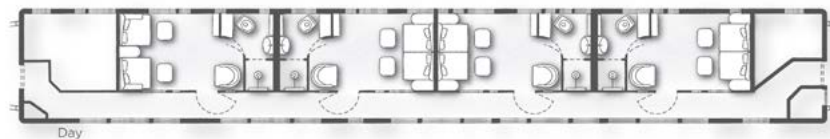
HISTORIC CABIN - DAY



HISTORIC CABIN - NIGHT



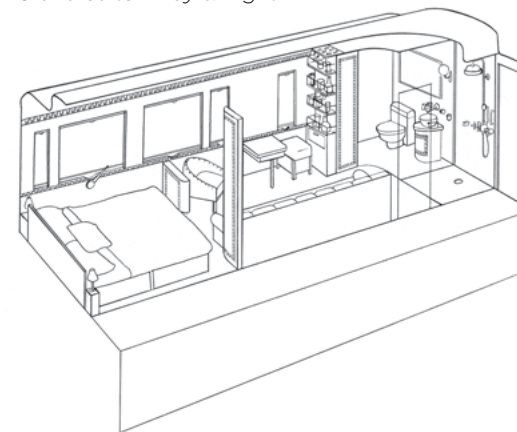
SUITES - DAY & NIGHT



Illustrations not to scale

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Grand Suite - Day & Night



ONBOARD DINING

Table d'hôte meals, tea, coffee and water are complimentary in the Day Cars 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.

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 (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 Business Premier class on the Eurostar.

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ONBOARD DINING

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For a supplement, there is a 24-hour cabin service for light snacks, refreshments and alcoholic drinks.

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 you during the journey, change your cabin from day to night configuration, and serve breakfast and other refreshments in your cabin as required.

Maître d'Hôtel: The maître d'hotel 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.

Train Manager: 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 car stays open as long as you wish but services may be temporarily suspended at frontiers for custom formalities or at our discretion. All prices are in euros. All drinks at an additional cost.

DRESS CODE

You can never be overdressed aboard the Venice Simplon-Orient-Express.

During the day, smart clothing is the norm for all passengers. Jeans/denim, shorts, T-shirts and trainers are prohibited.

In the evening, the ambience of the train inspires guests to dress in their most glamorous finery, which enhances the atmosphere for all passengers and is something we heartily applaud. Our dinner dress code is black tie. Diners often wear a suit/tuxedo or stylish cocktail/evening dresses and separates.

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

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MAILBOX

There is a mailbox in Car '3674' located in the centre of the train. 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. Our Boutique Manager will be delighted to make a private appointment with you to help you find the perfect memento of your journey.

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 discrete.

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. All 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.

AFTER YOUR JOURNEY

KEYS

Before disembarking, please return the safe and cabin keys to your steward.

LUGGAGE COLLECTION

Your cabin steward will inform you of your arrival time and help you disembark. Please note, there are no porter services at stations.

LOST PROPERTY

If, after disembarkation, you find you have left personal possessions on the train, please contact your Reservations Office or direct enquiries to:

Tel: + 44 (0)203 117 1300

Email: reservations.uk@belmond.com

Venice telephone number: +39 335 756 5967

