

Frequently asked questions:

How do I pay my balance?

There are plenty of ways you can pay your remaining tour balance! The easiest option is to pay online through our website. Select 'Balance Payment' from the drop down tour list and then enter all your details as normal. Please be sure to describe the tour you are paying off in the 'Anything else we need to know' section at the bottom of the booking form. You will be sent a confirmation email once your balance payment has been processed.

Other ways to pay are by cash (pop into our Acton office), cheque or UK bank transfer. Please note with cheques and bank transfers, you will need to allow an extra 7 days for your payment to clear, so make sure you get in early enough!

Balances are due one month prior to the tour in most cases although Flight Tours are 6 weeks. We will contact you by email if your balance is due earlier than this date. Failure to pay your balance in time may mean you will be cancelled off the tour and no refund will be issued of any monies already paid.

When and how do I get my tour information?

Your tour information will be sent out by EMAIL to the email address you have provided us at the time of booking. Therefore it is important to let us know if your email addresses changes!

The tour information will be sent 2 weeks prior to your departure date, and will include your accommodation address & contact details, departure point & time, how to find us, a detailed itinerary of your tour, description of any optional activities offered, FAQs on your tour, what to pack and insurance information.

I have not received my Tour Confirmation and it is less than 2 weeks until my tour starts?

If you have not received your Tour Confirmation, it usually means 1 of 2 things – either the email has landed in your Spam folder so please check this (our emails are sent from tourconfirmations@firstfestivaltravel.com) or that we do not have your email address in the first place. If a friend has booked your tour on your behalf, we will probably not have your email address, and it is up to your friend to forward the tour information to you!

I am travelling with a group of friends – how do I ensure we are roomed together?

We are experts in group bookings! If you would like to ensure that your group of friends are all allocated together on our coaches, and in our accommodations, all you have to do is mention the name of someone who has already booked in your group when you make your booking, and we will attach your booking to theirs! Easy! This means that you can all book and pay separately but will be treated as a group on tour. Please note, although we can guarantee that you will be roomed together, if you are a larger group, you may be split across a number of rooms (depending on how big the dorm rooms are at your accommodation).

What sizing are your Tour T Shirts?

Our Tour T-Shirts are unisex style and sizes range from S through to XXL.

To give you an idea, a normal female size 12 would be an S or M in our T-Shirts, depending on how loose fitting you want it!

If you have booked within a month of the tour departure, you will be guaranteed a tour T-Shirt; however we cannot guarantee the size for you. Of course, you can request your preferred size and we will do our best to get this to you!

Where can I find tour prices for next year?

The early bird catches the worm! If you are one of those uber keen travellers who likes to get their tours booked early, we applaud you! Our tour prices are normally updated on the website around 8 months prior to the tour. If you wish to book a tour before this time, or for some reason the prices have not been updated yet, we are still able to take your booking!

To secure an early booking, we require a £50 per person deposit. Then, once our tour prices have been confirmed, we will contact you with the relevant information. If for some reason, you are unhappy with the tour cost, you are able to opt for a refund of your £50 deposit.

To get an idea of itineraries for next year, please check out our website for last years tours as our basic tour itineraries very rarely change year on year.

What size dorm room will I have at the hostel?

Unfortunately we are unable to guarantee dorm sizes. The reason for this is that we do not receive the exact rooming allocations from our hostels until around a week before the tour. However, if you would like to request a particular sized dorm, we are more than happy to make note of this on your booking, and when we are allocating people to dorms, we will do our best to grant your requests!

Are the hotel room's twin or double?

We normally have a mixture of both twin and double rooms in our hotel accommodations. If you have a preference, please do let us know and we will add this request to your booking. Unfortunately, we cannot guarantee a particular room type, however we will do our best to accommodate your requests!

Do you have many single travellers on your tours?

Yes! We have a vast eclectic mix of people on our tours – ranging from groups of friends, couples, and of course single travellers. If you are travelling alone – fear not, you will come home at the end of your tour with plenty of new friends.

How will I be roomed if I am travelling alone?

If you are a single traveller, we will room you accordingly. In our hotel accommodations, we will room you in a twin room with another single traveller of the same sex. In our hostel accommodations, we will endeavour to put you together with other single travellers whenever possible.

Are your dorm rooms mixed sex or single sex?

All of our dorm rooms are mixed sex, so be prepared to share with both guys and girls. Please note, we always allocate an even mix of guys and girls (unless you are a group travelling together) so you will never find yourself as the only guy or girl in a room full of the opposite sex. However, if you would specifically like to be roomed in a single sex dorm, please do let us know and we will do what we can to make this happen for you! Normally, we have enough people to be able to have at least one or two single sex dorms for those that prefer it.

My booking confirmation states it is compulsory to have travel insurance? Is this really necessary?

In one word – YES! Travel Insurance will cover you for a number of things that can go wrong on tour, such as medical costs, lost/damaged luggage, delays and cancellations etc. It is imperative that if you are travelling outside your country of residence, you have relevant travel insurance cover. Travelling without insurance can be a VERY costly mistake (so basically, unless you are a millionaire, it's not worth the risk)!!

We will ask you for details of your insurance at the time of booking. We require the name of your insurer, and policy number. If you do not have insurance, we can help you with a quote through our Insurance partner Covermore (only for passengers who are residents of the UK – residents of other countries must obtain insurance from their country of residence)

NB; It is your responsibility to ensure you are adequately covered whilst on our tours, and if you do not have travel insurance, we will ask you to sign a disclaimer to state that we have advised you against travelling without insurance.