

Sing in Spain with Nancy Callahan  
October 6 – 15, 2023  
Notes from 8/23/2022 Zoom w/Encore

**Basic Info:**

- [Encore Website](https://acis.com/tripsite-itinerary-route/?key=MjAyM3w4OTMy) link: <https://acis.com/tripsite-itinerary-route/?key=MjAyM3w4OTMy>
- [Protection Plan](https://resources.encoretours.com/wp-content/uploads/2021/06/2022-Encore-Tours-Protection-Plans-Update.pdf) link: <https://resources.encoretours.com/wp-content/uploads/2021/06/2022-Encore-Tours-Protection-Plans-Update.pdf>
- Questions (2 sources)
  - Email: [accounts@encoretours.com](mailto:accounts@encoretours.com) OR
  - If on Encore site, click on the 'bot' at bottom of screen; after the first question you will be communicating with a live person.
- Must complete the traveler form
- At this time, there is no covid policy in place for 2023
- Payments
  - Must pay \$200 by 9/1/2022 as a deposit
  - Remaining payments can be set up as monthly auto pay
  - OR pay \$800 by Oct 1; \$1000 by Dec 1, \$1000 by Feb 1, 2023; balance July 1, 2023
  - Must be fully paid by July 1, 2023

**Hotel Info:**

- Can accommodate infant
- Discourage 3 adults to a room; generally not set to fit 3 in a room.
- Single traveler pays the single supplement (\$960) and will have room to self.
- Single traveler can take a twin room and indicate they will share. Would not pay single supplement.  
If someone suitable found; then must share. If nobody suitable found would have room to themselves without the supplement being paid.
- Hotels:
  - San Sebastian: Orly by Melia Group – 4 star – approx. 40 ft. from main bay
  - Barcelona: Gothic Hotel – about 200 ft from Gothic Cathedral
- Both hotels are within walking distance to many things
- Both hotels include a full breakfast buffet
- If want to fly in a day or so early, Encore will work with individual(s) so they can book a room and not have to change rooms once the rest of the group arrives.

**Flights:**

- Air travel begins/ends at Tampa International Airport
- Fly into San Sebastian; return out of Barcelona
- If book round trip through Encore, then they take care of any flight changes, etc.
- If book on your own, choose 'land portion only' on the Encore site.
  - Must schedule so you arrive/leave on proper dates
  - Must arrange your own transportation to hotel and back to airport at end of trip
  - Must handle any flight changes the airline makes so that you still arrive on time to meet the group
- All internal transfers while in Spain (bus, train, flight from San Sebastian to Barcelona, etc) are included in the cost. (Again, if you book your own flights this does not include the transfer to hotel or to airport at end of trip)
- If not sure if booking your own flights, better to book for entire package. If you decide later to book your own flights, you may cancel air portion up to FOUR months PRIOR to the trip

and you will be refunded the difference between the full package vs. land only.

If want to make plans to stay longer or even to travel to another location and then come home from that location, Encore suggests booking the full package and notifying them of intent to depart on a different date or another location. For an additional fee of \$175 they work out the details for return from the new date and/or new location (this would not include the additional cost of hotel(s) or travel to this new location); Encore will contact you individually to work out the details.

- Seat assignments
  - Encore can request that the group sit together but they do not control the seat assignments.
  - Your loyalty level with the airline determines your seating
  - If you don't want to wait to see what seat is assigned to you at check-in, contact the airport directly ahead of time to arrange for your seating assignment.
  - To contact airline you will need the E-ticket number and the record locator which Encore can provide a month in advance. If you have paid in full, they may be able to provide that info to you before Christmas.
- To receive your frequent flyer credit you will need to enter the information yourself; Encore does not handle this.
- First Class – Encore can give you a quote, but you may find same price or better if you make your own reservation (again, you would be responsible for your transfers and for arriving on time to meet the group).

#### Protection Plans

- Basic Coverage: Coverage medical but does not offer any trip cancellation coverage
- Ultimate
  - \$30 per day (\$300)
  - Enhanced medical coverage, trip interruption or cancellation, travel delays, quarantine protection
  - Refund in full up to four days prior to departure, except for premium
  - 25% of refund is a travel voucher good for 2 years
- Ultimate Plus
  - \$45 per day (\$450)
  - Enhanced medical coverage, trip interruption or cancellation, travel delays, quarantine protection
  - Refund in full up to four days prior to departure, except for premium
  - Refund placed on credit card used to book the trip
- Ultimate and Ultimate Plus have very similar coverages; the main difference is the method of refund.
- Protection Plan link: <https://resources.encoretours.com/wp-content/uploads/2021/06/2022-Encore-Tours-Protection-Plans-Update.pdf>
  - Note: When you click on link it may download the file. Look to bottom left of screen; you should see the pdf file icon with file name of "2022 Encore Tours pdf". When you click on it, it will open the protection plan information.