

The Sewing Workshop Textile Tour *with Linda Lee* **London, England**

Frequently Asked Questions

Tuesday, April 9 – Wednesday, April 17, 2019

TRANSPORT

How do I get from the airport to the Petersham Hotel?

London has two airports. Heathrow Airport, which is on the edge of London and the closest to The Petersham hotel, and Gatwick airport which lies an hour to the south of London.

From both airports you can travel by:

Taxi: We recommend Parker Cars, a private taxi company who offer a pre-bookable service. The driver meets you at the arrival's barrier and takes you directly to the Petersham. The driver tracks your flight and arrives at the barrier 30 minutes after your plane has landed. The prices for this service are:

Heathrow to Petersham hotel: between *£35 and £40 depending on which Terminal you arrive at plus £4 for every 30 minutes they are required to wait for you.

Gatwick to Petersham hotel: the price for this is *£65 + £4.50 per 30 minutes they are required to wait for you.

*Prices as at June 2018. There may be price increases for 2019.

You can email Parker Cars on admin@parkercarservice.com to book your taxi or phone them on: 0044 (0) 208 560 0000. You will need to provide them with a mobile telephone number.

How will I get around in London?

When you arrive at The Petersham you'll be given a Visitor Oyster card (zones 1-4) which allows you unlimited travel on the London Underground (also known as the tube), any buses, trams, Overground and most National Rail services within London. You simply tap in as you go through the barrier at the start of your journey and tap out at the end.

A taxi service will be provided to take you from the hotel to Richmond Station (for tube, bus, overground trains) on those days when there are organized activities in the morning. You will need to make your own way back to The

Petersham in the afternoon/evening. You can walk (approx. 15 mins), or take the No. 65 bus from outside Richmond station to The Petersham.

Alternatively you can take a licensed taxi (black cab) from Richmond station to the hotel, or you can book an Uber. Although Uber's license to operate in London was not renewed when it came to an end recently the Uber service continues to operate while the legal appeal is being heard.

NB: When you first arrive at the hotel you will be provided with a map of the underground system as well as a map of the local area around Richmond. Richmond town itself has some nice shopping and Richmond Park and the river Thames are very close at hand.

MONEY

How can I withdraw money? Where is the closest ATM?

We recommend you let your bank/credit card provider know before you leave home that you will be travelling to the UK.

You will find several ATMs at the arrival halls in both Heathrow and Gatwick Airports. You can change your money at one of the bureau de change at the airport. Alternatively there is a bureau de change, Best Foreign Exchange in George Street, Richmond, which offers good exchange rates.

There are several banks and ATM's in Richmond town centre.

How much extra money will I need?

All tours, workshops and ground travel from The Petersham are included. Also included are three dinners during the Tour and breakfast at The Petersham each morning. All other meals are at the participant's cost. Please refer to the itinerary for details.

Most shops, restaurants and museum shops will take credit cards (Visa/Mastercard). On Thursday we visit Spitalfield's Market where most stallholders will only take cash. This market is known for its antiques, food and fashion.

Can I use my credit card?

Mastercard and Visa cards are widely accepted in the UK in shops, museums and restaurants. AMEX cards are not accepted everywhere so you should bring a Visa/Mastercard in addition.

Is tipping for the tour included? And if not how much should I budget?

All tour costs and guide tips are included.

How much do I tip in a restaurant/taxi?

In many London restaurants a 12.5% tip, known as a service charge, will be automatically added to your bill. It appears at the bottom of your bill so please

check carefully. If it is not included - it will often say 'Service not included' and you are happy with the service, we would recommend a tip of between 10-12.5%. It is not necessary to tip in a café.

It's not necessary to tip in taxis, however if the driver has helped with luggage or you've enjoyed the journey you could increase the fare to the nearest round number.

THE HOTEL

What are the details of the hotel where we will be staying?

The Petersham is located in Richmond, south west London. The address is:

The Petersham
Nightingale Lane
Richmond
Surrey TW10 6UZ

Email: res@petershamhotel.co.uk (Reservations)

Telephone: 0044 (0) 208 940 7471 (includes international dialing code)

Can I stay extra nights before and/or after the tour?

A classic double room will be booked for you for the duration of the Tour. Should you wish to stay extra nights either side of the Tour please contact the hotel reception directly on reception@petershamhotel.co.uk and state the extra nights you would like to stay. Please give them this blockcode:

CHAT090419 so that you can be allocated the same bedroom (subject to availability). You will be given the best available rate on the day (please note that the rates are not fixed and can increase or decrease at any given time).

Can my partner stay at the hotel with me and do other things while I'm on the tour? If so, can they join me for the dinners included in the tour?

Your travelling companion, or non-participating partner, is welcome to stay at The Petersham and join us for the group dinners that are part of the Tour. There will be a supplementary cost for a non-participant which will include their accommodation, breakfast and 3 evening meals. The non-participant may not join any part of the Tour and they must make their own arrangements for local transport including the morning taxi to Richmond station.

Can I do laundry at the hotel?

The hotel offers a laundry service.

My flight home is a few hours after the check out time, what can I do with my luggage?

The hotel concierge will store your luggage free of charge until you are ready to leave. Please ask at reception for this service.

Will I have to settle my hotel bill on check out?

Eight nights' accommodation and breakfast between Tuesday 9th and the morning of Wednesday 17th is included. Extra nights, drinks, laundry and any other extra services must be settled at the Reception desk on check out.

Check out from The Petersham is 11am.

TOUR QUESTIONS**Is there any free time during the trip?**

There will be some free time on most days during the Tour. When we get closer to the start of the Tour we will send you some up to date information such as recommended restaurants, possible places to visit, galleries and exhibitions, etc.

Can I opt out of an activity if I don't want to do it?

Yes you can. If you would prefer to do something else please let the representative know at breakfast time so we know not to wait for you. Unfortunately we will not be able to offer a refund for any part of the tour you decide not to join.

Is there a minimum age for the tour – can I bring a child?

Please contact us if you'd like to book a place on the tour for anyone under the age of 18.

I am travelling alone, will I be charged a single supplement?

There is no supplement for people travelling alone.

What happens if the tour is cancelled?

If we have to cancel the Tour due to circumstances beyond our control we will offer a full refund, including the deposit you have paid.

How much does it cost and what is the payment schedule?

The cost of the Tour is:

\$6,795 USD per person for a single occupancy double room

\$5,995 USD per person for a double occupancy twin room

A deposit of \$1,500 is required immediately to reserve your place. \$1000.00 refundable before November 15, 2018. \$500.00 non-refundable.

The balance must be paid by January 8, 2019. No refunds once balance has been paid in full.

Will there be a refund if I cancel?

All cancellations made before January 8, 2019 are subject to a cancellation fee of \$500 (non-refundable deposit). No refunds once balance has been paid. You are required to take out travel and health insurance so that you are covered in case of cancellation or sickness.

PRACTICALITIES**What will the temperature be in April?**

The weather in April in the UK can vary hugely. The average temperature is 15°C/59°F. April highs are 26°C/79°F and lows are 7°C/45°F so we recommend bringing a few warm layers. April is also famous for its showers so a raincoat and an umbrella may prove useful.

Are there any dress codes for the trip?

We won't be going anywhere where a dress code is obligatory eg. Churches or religious institutions. We will provide aprons for the workshop with Sarah Campbell. There will be some meals out but none of the restaurants have particular dress codes.

What footwear is suitable?

There will be a lot of walking and standing generally and so we recommend you bring really comfortable and practical footwear.

What are the physical demands of the tour?

You will be required to walk up and down steps at tube stations and to and from venues when you arrive by tube. On some days there will be more extended walking and you may well wish to explore London in your own free time. You will therefore need to be able to walk with ease and comfort.

How many people will be on the tour?

There will be a maximum of 15 people on the Tour. We will make sure that everyone has enough time to see things close up.

Will everything be in English?

All of our tour guides are English-speaking and any literature provided will be in English.

How will I know where to meet the representative?

You'll be given a detailed itinerary and map with all the meeting points clearly listed at the start of the trip. You will also be given the contact details of at least three Tour representatives in case of difficulty. A team representative will also be available every morning between 8 and 9am to talk through the day and answer your questions.

What happens if I get lost or am late?

If you have become lost or are running late you will be able to call a representative who will be able to relay a message to the venue you are due to visit. Please be aware that if you are late we may have to start the daily activity without you and it may be difficult for you to catch up on what you have missed.

Can I stay longer in the museums/gallery once the tour is finished?

We have allocated extra time for some of the museums. It may not be possible to stay longer in some of the smaller museums where we have organized private tours, but we will see what is possible at the time.

Can I take photographs on the tour?

We will check with each individual venue on arrival and confirm this with you.

How close can I get to the textiles? Will I be able to touch them?

In most cases you'll be able to see the textiles close up but you will only be allowed to handle the items if the curator allows this.

What happens if it rains?

Most of the Tour is conducted indoors with short walks to and from the underground station. The tours will go ahead regardless of the weather. On rainy days please bring a raincoat and umbrella. At most of the places we visit you'll be able to store coats and umbrellas in cloakrooms.

Will I have Wifi everywhere I go?

Most of the places we visit as well as the cafes/restaurants offer complimentary WiFi. You may need to ask for a password, although quite often the network is unsecured and you won't need one. You will have WiFi in all areas of the hotel.

Will my mobile/cell phone work?

We recommend you contact your service provider to ask what package they can offer you while you are in England. If you are concerned about going over your allowance you might consider buying a pay-as-you-go SIM card for your phone. Pay-as-you-go SIM cards can be bought at Fon Base, 45 The Quadrant, Richmond, TW9 1DN and topped up afterwards by phone as necessary. You will need to make sure that your phone is unlocked so that it can take a SIM card from another provider.

Will I be able to charge my devices?

In order to charge your devices you will need a US to UK adaptor plug. It's usually possible to purchase these in advance or at the airport before you fly or when you arrive.

Do I need to bring a hair dryer?

The Petersham provides hair dryers. You should avoid bringing any appliances with you if possible as European voltage is 230/240 as opposed to voltage in the US which is 110/115. If you must bring your appliance with you you'll need a step-down transformer. Please note a step-down transformer is not a plug adaptor. It can be very dangerous to use a US appliance in Europe and could permanently damage the appliance.

What will the food be like?

The Petersham is a 4* hotel. Breakfast will include juices, fruit, cereal, a continental or choice of 'English' breakfast, teas & coffees.

You will find every type of cuisine in London. We will provide you with a list of suggested restaurants and cafés in each area that you visit.

I have a dietary requirement, will it be a problem?

It shouldn't be a problem. Please let Linda Lee know when you book if you have any special requirements.

Are any meals included?

Daily breakfast is included at the hotel as are 3 evening meals. You will be able to choose where to eat lunch and your other evening meals. We will provide you with some lunch and dinner recommendations nearer the time.

Is smoking allowed on the tour?

Smoking is illegal in covered spaces in the UK. You can smoke outside (although not at bus stops), please look for designated smoking areas and a bin for your cigarette butt. E cigarettes are not banned indoors but please check the policy of each venue before using your e-cigarette.

What do I bring with me?

We recommend bringing:

- plug adaptors to charge devices
- a drinking bottle – most places will refill with safe drinking water
- details of any medication you are taking in case you need to show this to a doctor
- a notebook and pen
- a camera
- a small day bag

Headache pills, flu treatments etc, can be bought from chemists and supermarkets in Britain. Prescription medicines can only be acquired with a prescription written by a doctor (GP). A pharmacist is best qualified to advise you on what to do.

Is it safe to walk around Richmond in the evening?

Richmond is a very safe neighbourhood but just as with other major cities you need to be aware of your surroundings. We recommend you keep your bag zipped at all times and don't have valuable items on show. Sunset is around 7.30pm in April.

Are there any local restaurants in Richmond?

There is a wide selection of cafés, bars, pubs, bistros and restaurants in Richmond offering everything from fast food to sophisticated dining so you can choose to eat in Richmond rather than central London if you prefer. We will provide you with a list of restaurants in Richmond nearer the start of the Tour.

Where can I buy stamps?

You can buy stamps from post offices, supermarkets, convenience stores and stationery shops such as W.H. Smiths. A stamp for a postcard for the US costs £1.25.

Will I get the chance to talk by email to other people who have signed up to the Tour before I leave home?

We are happy to put you in touch with other Tour participants so that you get the chance to chat in advance of the Tour. We will ask your permission before doing this.

HEALTH**What do I do if I am unwell/hurt myself?**

If you are feeling unwell please let representative know as soon as possible. If you need emergency assistance at any time call 999 from any phone and ask for the relevant emergency service: fire, police or ambulance.

In the unlikely event of a medical emergency you will be taken to the nearest Accident and Emergency department where your condition will be assessed. Please call a tour representative as soon as possible to make them aware of the situation.

Hospital services are free to British residents but tourists are likely to be charged by a National Health Service (NHS) hospital for the treatment it gives you.

You need to make sure that you have adequate health insurance before you travel to Britain.

Where is the nearest pharmacy to the Petersham?

Nima chemist, Friar's Stile Road: 5 mins from the hotel, or Boots in Richmond town centre, 15 mins walk away.