

ma- nual - user guide

Don't you know where our meeting point is? What should you definitely take with you to Aegina? Are pets allowed?

What to wear in Meteora?

You are right! It happens to us when we travel.

There are always questions about somewhere we're going for the first time and we don't know what to do and what to bring with us.

Don't worry about it at all!

All you have to do is read our helpful manual guide that will answer any questions you may have.

Check it out on line or download it and get it with you!

The traveling in Ammon Express is a pleasure, a joy and relaxing!

Welcome!



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“Yeia sou!” (hello!), is the pioneering experience of Ammon Express that harmonizes with the core values of the company and the total respect to our guests-travellers. It comes from the greek word “ygeia” (health) and literally means “I wish you happiness and health” (χαίρε καί υγίαίνε). It is based on the ancient Greeklifestyle that holds until today!

“Geia sou” is grounded on 3 axes:
Filoxeni (hospitality) / Friendship / Freedom

AMMON EXPRESS TEAM

Meet the Greeks

 <p>feel like your home</p>	 <p>live like a local</p>
 <p>share good moments</p>	 <p>let's have fun</p>



yeia sou!
hello dear guest

Our local escorts will make you feel like a Greek & treat you like a best friend!

Ammon Express based on “φιλοξενία” (filoxenia) - hospitality

Greece is not only discovering the great past, history and mythology but also taking an idea about modern Greece and the local Greeks. Talk with them about their daily life, walk and make fun with them as they love humour, ask them about, their habits and way of living! Enjoy lunch-time with them and talk about Greek gastronomy.

Feel free to exchange your culture and share some precious moments with them!
Everyone is friendly, hospitable, with warm heart and very willing to show you around!
And why not making new friends!
Ammon Express connects people and cultures, shares unforgettable moments and makes the trips an amazing experience.

You can book online the excursion you wish, easily and quickly

There are no extra charges in the booking process

You receive directly the voucher of the excursion via e-mail

BOOKING

www.ammonexpress.gr



01

The client must create a user account on the website of Ammon Epxress and provide the necessary information during the reservation process (full name, telephone, e-mail etc.) for the final confirmation of the reservation. The client is responsible for the confidentiality of the private password and can change it any time he/she wishes. The client can deactivate the user account on the website of Ammon Epxress anytime.

How can I pay for my booking?

- 1 You can pay online either via debit/credit card by simply adding the necessary data to our booking engine.
- 2 You can also pay by cash visiting our offices or the authorized sales point of Ammon Express:
Monday – Friday
24h/7d find the authorized sales point of Ammon Express located at the reception of Le Palace Hotel, 12 Tsimiski Str.
Saturday, Sunday/Holidays
At the authorized sales point of Ammon Express located at the reception of Le Palace Hotel, 12 Tsimiski Str. (24h/7d)

The payment can be realized maximum BEFORE the departure of the bus if there are available seats

How can I obtain my ticket?

Once you complete your reservation, you will receive a confirmation e-mail with your data, the booking number and the voucher (attached). It is not necessary to print it as long as you have an electronic copy on your mobile

In case you pay in cash, Ammon Express provides you directly your ticket in hard copy

The identification of your data is realized before boarding

Can I change the date of my trip?

You can change the date of your trip only if there is availability, by telephone to +30 2310 500225 up to 48 hours before the departure time of the trip or by e-mail to info@ammonexpress.gr

In case you change to a more expensive activity, according to the terms of participation, you are charged with the price difference of the new ticket

In case you change to a cheaper activity, according to the terms of participation you are not entitled to a refund of the price difference

How can I canceled my booking?

You can cancel your booking by calling our office to +30 2310 500225 or with an email to info@ammonexpress.gr

Attention: You are not entitled to a refund if you cancel your trip. You can change the date of your trip, if there are is availability and according to the question “Can I change the date of my trip?”

For cancellations or modifications you may contact to +30 2310 500225 or info@ammonexpress.gr

How long before should I book my trip?

Just before the departure of the bus and upon availability (for details check the question “How can I pay for my booking”). We recommend you to book directly from our website once you are sure about your schedule

Is there a discount for Children –Babies & a safety seat on the bus?

Children at the age 3-12 travel with -50% discount on the price of the ticket. Infants up to 2 years old travel free of charge on an adult lap. The coaches of Ammon Express do not provide child safety seats.

I am an underage child. Can I participate in the trip of Ammon Express?

Passengers under 18 years old are required by law to be accompanied by an adult. Ammon Express does not provide services to minors (<18 years old) without adult supervision.

I am a person with disabilities. Can I travel with Ammon Express?

People with disabilities can travel to destinations of AMMON EXPRESS that are accessible to the Disabled. The wheelchair for people with mobility disabilities must be folded so that it can be transported to the luggage compartment. For more information call: +30 2310 500 225 or send an e-mail: info@ammonexpress.gr

We are a group, do we need to make separate reservations?

Reservations for more than one seat can be done by one person and one number of credit or debit card, necessarily entering the name of each of the participants to the electronic ticket purchase platform of Ammon Express

Booking /
minors-children
babies-group

I have a pet, can I bring with me?

- 1 Small pets up to 10kg are allowed as long as they are transferred in a special dimension basket of 50x40x70cm and exclusively in the passenger compartment with a muzzle. The responsibility for their supervision throughout the duration of the trip (food, water, shadow, tranquillity) is of their owners. The owners must also comply with the pet policy and the rules of each destination.
- 2 Guide dogs for the blind will be able to enter public transport without a muzzle or cage, regardless of size.
- 3 The owner must have the health booklet of the pet with him.
- 4 The entrance of the pets are not allowed in archaeological sites - museums

Ammon Express is a pet friendly company



Issues about tickets

- 1 PAYMENT:** The payment is realized through the website of Ammon Epress with debit/credit card.
- 2 PRICES:** The price for all the activities is per person. The price of the ticket does not include either the client's personal expenses or the tip for the driver, trip-attendant or guide. The price is subject to change without notification.
- 3 CHANGE OF RESERVATION:** The change of the excursion date is accepted if there is availability on the new date and can take place either online or by e-mail until 48 hours before the departure time of the bus. No additional charge will be applied except for the difference in price that the new trip may have. If the customer chooses a trip with a cheaper rate, he/she is not entitled to a refund of the remaining amount.
- 4 CANCELLATION:** You can cancel 24 hours before the date of the trip, in this case we return 100% of the reservation amount. When this date is exceeded you are not entitled to a refund
- 5 LOSS-THEFT:** If a ticket is lost or stolen, the customer should call the office of Ammon Express or send an e-mail, in order to give details and get a new voucher.
If a ticket is lost or stolen just before the departure of the bus, the customer should give to the trip attendant his/her data, so that he/she can confirm the reservation and allow him/her the entrance.

Can I buy a ticket on the bus?

You cannot buy the ticket directly on the bus. You can book it online from our website www.ammonexpress.com or by visiting our offices or the authorized sales point of Ammon Express. For details check the question “How can I pay for my booking?”

USEFUL INFORMATIONS

→ Why the museum ticket is not included

Some citizens do not pay or are entitled to a discount by law and some days, such as holidays in Greece, the entrance to museums and archaeological sites is free of charge. (Our escort - archeologist will provide you with all the necessary information.)

- If you book your ticket through partners there are terms and conditions that concern exclusively Online Travel Agencies. (GYG, VIATOR e.t.c)
In case of a problem, or refund money contact our partner.

Issues about tickets

Any postponement or cancellation of the trip by fault of Ammon Express is announced to customers via e-mail.

- 1 POSTPONEMENT:** In case of postponement of the trip to another date, the customer is entitled to a refund or to a re-book for any other date he/she wishes, upon availability.
- 2 COMPLIANCE WITH THE TRIP SCHEDULE:** The departure times of the Ammon Express coach mentioned in the schedule can be changed up to one hour before or after the programmed one, due to specific circumstances. This change will be notified to customers via e-mail as soon as the decision of the new departure time is taken. In this case, the customer is not entitled to refund. The remaining times appearing on the trip schedule are not binding. In case of delays due to external or force majeure factors (traffic jam, roadworks, compulsory road detour, bad weather conditions, etc.), Ammon Express is not responsible for the incompliance with the trip schedule.
- 3 MONEY RETURN:** If the customer is entitled to a refund, this is done to the customer's bank account within 4-5 days.

Documents

for the trips



02

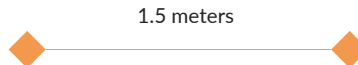
Travel safe during COVID-19 / Ammon Express take care about you!

Documents for Covid 19

- 1 Vaccination certificate issued by a certified authority, or a certificate of recovery from the SARS-CoV-2 virus infection issued by a public authority or a certified laboratory.
- 2 Only children under the age of 12 will not be required to have a certification



Face masks required for travelers and escorts in public areas



More Protection by Ammon Express

- Transportation vehicles regularly sanitized during the trip by our team.
- They wipe down all high-touch surfaces and parts
- Our team keep antibacterial wipes and hand sanitizer in the bus so you can clean your hands after each stop.

Personal protective measures for Museums & Archeological sites (Covid 19)

- Mandatory use of a non-medical mask by employees, guides and visitors, disposal and use of an alcoholic antiseptic solution
- Maintaining the appropriate distances of at least 1.5 meters outdoors and 2 meters indoors



smart pick up
smart & eco

Smart-Eco-Pickup is the innovative service of Ammon Express that harmonizes with the green policy of the company and the total respect to the environment, making use of a clever way of transportation!

→We don't waste time!

→Avoid the congestion of the city, going directly towards the highway!

→ Gain up to 20 minutes that is added in the schedule of the excursion

→You have more time to enjoy your breakfast

→Be a Smart-Traveler by using fast-smart-green transportation

You adopt the values of Ammon Express for a clean environment
without air pollution

Meeting Point

Join us and...

Be the solution to the air pollution!



starting/meeting point and departure time



meeting point



ARISTOTELOUS square
(Venizelos Statue)



Meeting time: **7:50**

Departure time: **8:00**

Meeting / Starting Point

USEFUL INFORMATIONS

- Our trip attendant shall wear a clothing with the Ammon Express.
- You should be at the departure points 10' before the time indicated in the schedule.

In case I don't catch the Ammon Express coach at the pick up point, what should I do?

In this case contact directly with us to +30 2310 500225 or send us an e-mail to info@ammonexpress.gr. You may use the same ticket for another date, upon availability. More details regarding the date modification are found in the question "Can I change the date of my trip?"

Can I board/leave the bus at a different location?

Unfortunately it is not possible to board or leave the bus at a different location from the one that you have booked as the pick up and drop off points are part of the excursion's schedule

How I can find the nearest pick up point?

You can find the nearest pick up point if you check the map of Ammon Express in the Description of an excursion:

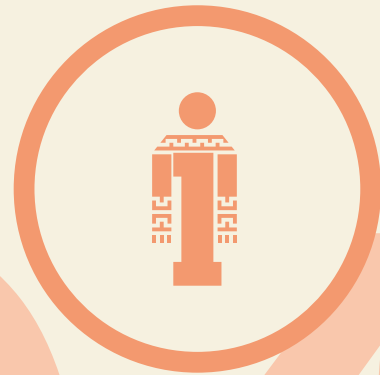
- Click to "Excursions" and choose the one you wish
- Scroll down and find "STARTING POINT AND DEPARTURE TIME" and at the section "GET DIRECTIONS" insert your location and see the route for the nearest pick up point.

Will you go to Meteora and you do not know what you have to wear to the Monasteries? You are very happy for the visit at thermal baths at Pozar but you are wondering what you will need to take with you? Don't worry at all, just take a look at the pages below. You will find everything you need for every trip!

Travelling with Ammon is easy and enjoyable!

Dress code

*trips manual

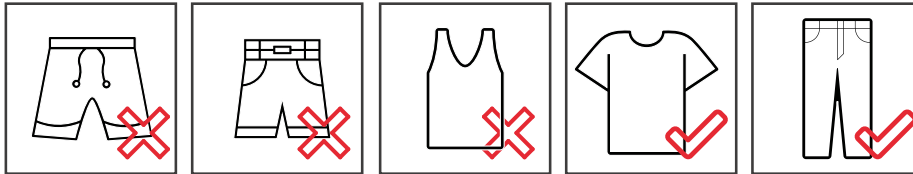


Tips by trip

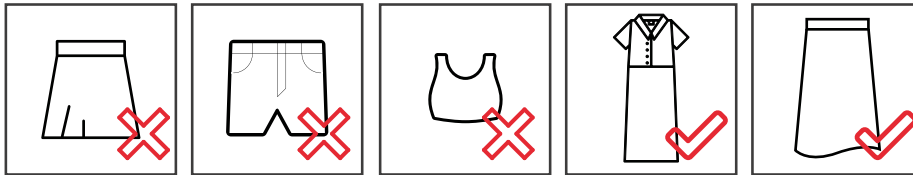
METEORA + Kastraki / Dress code

- 1 The monasteries have strict dress rules prohibiting entry to male visitors wearing shorts, and sleeves that cover the tops of your arms - not vest tops. The women will need to wear a long skirt, dress, or sarong, shoulders and arms must be covered. So not a mini-skirt no vests or strappy tops.

Dress code /men



Dress code /women



- 2 If you don't have the suitable clothes, you can provide them at Meteora. All Meteora monasteries at the entrances do provide skirts or sarong for ladies to cover themselves for the price of 3 euro. They don't provide any clothing for men though.

- 3 Kids up to 12 years old they don't have to comply with the dress code.

Tips by trip

METEORA + Kastraki / Suitable Dress Code and usefull tips

- 4** Make sure you have good sturdy shoes, like sneakers. Flip-flops are not recommend.
Bring with you sunscreen, sunglasses, a hat, a bottle of water
In winter time don't forget your umbrella!



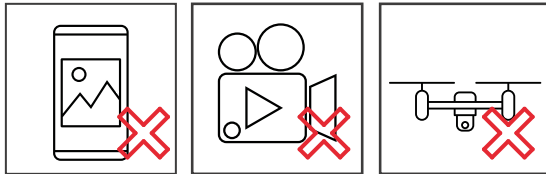
Keep in mind...

- 5** "The monasteries don't provide access or any sort of amenities for disabled people"
- 6** Also bring cash as you will need to pay €3 to enter each monastery.
- 7** Pets are not permitted

Tips by trip

METEORA + Kastraki / Pictures, videos and drone footage at Meteora

- 7** Keep in mind that you cannot take photos or videos within the interiors of the monasteries, and that you shouldn't take photos of any of the monks or nuns without their explicit permission. It is strictly forbidden by law to fly a drone inside or outside a monastery or anywhere on the site, without written permission by the authorities. For amateur photographers, there is no restriction for any landscape photography, for personal use.



Tips by trip

Edessa + Pozar / Suitable Dress Code and usefull tips

- 1** Make sure you have with you your swimwear. You should have also a towel or a bathrobe before entering to the water and after coming out of it. Fip-flops are recommend for Thermal baths. Bring with you sunscreen, sunglasses, a hat, a bottle of water. In winter time don't forget your umbrella! Good walking shoes are recommended.



Keep in mind...

- 2** Entrance to the thermal springs is not allowed for pregnant women.
- 3** Children under 15 years old must be accompanied by an adult, in order to make use of the Thermal Springs.
- 4** Also bring cash as you will need to pay in the spa: Outdoor pool 3 euros / person
Waterfall 2 euro / person

Tips by trip

Edessa + Pozar / Suitable Dress Code and usefull tips

- 5 It is advisable, before you set off for the curative baths, to be serene, rested, in a good mood, having left problems and worries behind.
- 6 Lockers with key are available at the area of the thermal springs so that you can store your personal
- 7 You can rent a towel from the area. The cost is 1,50€/towel
- 8 Be provided with the information folio of the Thermal Springs for all the advice regarding the sensitive social groups that are not allowed to make use of the Thermal Springs

Tips by trip

Olympus + Dion / Suitable Dress Code and usefull tips

- 1 Make sure you have good sturdy shoes, like sneakers. Fip-flops are not recommend.
Bring with you sunscreen, sunglasses, a hat, a bottle of water
In winter time don't forget your umbrella!



- 2 The entrance fee to the archaeological site and museum of Dion, 8€ in total
In winter season, 01/11 – 31/03, the general entrance fee to the sites is 4€ (museum of Dion)
- 3 Tour-guide to the museum and the archaeological site of Dion don't included (museum of Dion)
- 4 Assistance with the ticket issuance process for anyone who wishes to avoid the queue in the ticket office (museum of Dion)

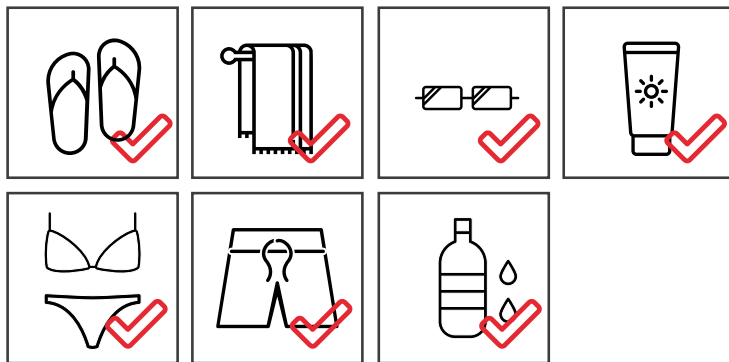
Tips by trip

- 5 Free of charge entrance for children and young people up to the age of 25, from EU member-states, upon presentation of their ID card or passport for verification of their age and country of origin
- 6 Free of charge entrance for children up to the age of 5, from non-European Union countries, upon presentation of their passport for verification of their age and country of origin
- 7 Reduced entrance fee (-50%) is valid for Children and young people aged between 6 and 25 years, from non-European Union countries, upon presentation of their passport for verification of their age and country of origin.
- 8 Reduced entrance fee (-50%) is valid also for Senior citizens over 65 from Greece or other EU member-states and the European Economic Area, upon presentation of their ID card or passport for verification of their age and country of origin.
- 9 **Collecting bushes, plants or seeds is prohibited**
- 10 Unleashed pets of any kind is prohibited

Tips by trip

Mount Athos Cruise / Suitable Dress Code and usefull tips

- 1 Make sure you have with you your swimwear. You should have also a towel . Fip-flops are recommend. Bring with you sunscreen, sunglasses, a hat, a bottle of water.



- 2 During the cruise, there are available coffees, sandwiches, beers and refreshments (not included in the price).
- 3 There is an audio guide, available in various languages.

Tips by trip

Vergina + Pella / Suitable Dress Code and usefull tips

- 1 Bring with you sunscreen, sunglasses, a hat, a bottle of water.
Good walking shoes are recommended.



- 2 In winter season, 01/11 – 31/03, the general entrance fee to the museum of Vergina is 6€ and to the archaeological site and museum of Pella is 4€, during summer season is 12€ (Vergina) & 8€ (Pella)
- 3 Tour-guide to the museum and the archaeological site don't included
- 4 Assistance with the ticket issuance process for anyone who wishes to avoid the queue in the ticket office

Tips by trip

Vergina + Pella / Suitable Dress Code and usefull tips

- 5 Free of charge entrance for children and young people up to the age of 25, from EU member-states, upon presentation of their ID card or passport for verification of their age and country of origin
- 6 Free of charge entrance for children up to the age of 5, from non-European Union countries, upon presentation of their passport for verification of their age and country of origin
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Tips by trip

Kerkini Lake - eco tourism / Suitable Dress Code and usefull tips

- 1** Bring with you sunscreen, sunglasses, a hat, a bottle of water.
Good walking shoes are recommended. In winter time don't forget your umbrella!



- 2** Also bring cash as you will need to pay the boat. The ticket for the one hour boat ride 10€/person
- 3** The cost of the horse riding 5€/person for 20' (upon notification) / (cash pay)

on the bus

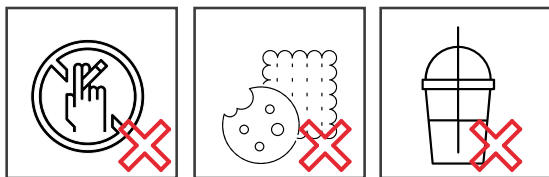


05

In our buses you will always travel safe, and comfortable!

on the bus

- 1** Smoking, drinking and eating is not permitted inside the coach.



- 2** The client is not allowed to bring his/her suitcase/es or luggage to the trip unless it is requested via telephone or e-mail and receives a confirmation from Ammon Epress. In this case, the luggage is carried under the client's full responsibility.
- 3** The client is expected to have a good behavior that respects the other passengers, driver and trip attendant. Passengers accompanying children are responsible for their good behavior. Unnecessary contentious behavior cannot be accepted.
- 4** Customers in a state of inebriation, lack of respect to the rest of the customers, the driver and the trip attendant or with a behavior that sets in risk the smooth running of the excursion or the safety of the rest, may not be allowed to enter the bus.
- 5** Respect the timetables during the whole trip and be on time at the bus for the smooth operation of the trip!

Yeia sou!

PAGE 31

Tailor your experience adopting an innovative way of freedom

Tailor your experience adopting an innovative way of freedom
Feel free to discover our history on your own, as you like the most, always with the useful instructions of our friendly escort-archaeologist.

Enjoy the archaeological sites as you wish, having plenty of time to stay more in the museum or the archaeological site to capture unique photos.

Tailor your experience upon your preference! Walk freely and customize your visit on your needs and personal interests!

The sites and the museums have rich information very well signed everywhere.

A day trip with Ammon Express is an unforgettable telling story and a unique experience with the Greeks!

AMMON EXPRESS TEAM

Our local escorts will make you feel like a Greek
and treat you like a best friend!

ma- nual user guide

THESSALONIKI

AMMON
EXPRESS

Daily Excursions & Tours

www.ammonexpress.gr