Vienna With The Maestro 2027

Aiken Symphony Orchestra Group Tour

Frequently Asked Questions

Prepared by Pilkington Travels, LLC · A Virtuoso® Affiliated Luxury Travel Advisory

> We've compiled these answers to help you plan with confidence. If you have a question that isn't covered here, please reach out directly — we're happy to help.

Booking & Payment

How do I confirm my spot on the trip?

To reserve your place, please complete the Vienna 2027 Traveler Form provided by Pilkington Travels and submit the required 30% deposit (payment information will be provided upon receipt of the completed Traveler Form). Your spot is not guaranteed until both form and deposit have been received and processed.

What is the deposit, and when is it due?

A deposit of 30% of your total trip cost is due at the time of booking confirmation. This deposit is remitted to secure your services and is subject to Mondial's cancellation terms once paid.

When is the final payment due?

The remaining balance (70% of your total cost) is due no later than 30 days prior to your arrival in Vienna. We will send reminders in advance of this deadline, but please mark it on your calendar — late payment may result in automatic cancellation of your reservation.

What currency are prices quoted in? Will I be charged in euros?

All rates on the itinerary are quoted in Euro (EUR). Your invoice will reflect the EUR amounts; the USD equivalent will depend on the exchange rate at the time of payment. We recommend monitoring exchange rates and considering whether to pay early if the rate is favorable.

How do I pay? Is there a credit card surcharge?

Payment can be made by bank transfer or credit card. If paying by credit card, a 4% surcharge will be applied to your invoice.

Why does the pricing say "2026 rates"? Will prices change?

The rates quoted for this trip are based on 2026 pricing, as Mondial's confirmed 2027 rates are typically finalized by the end of 2026. Once 2027 rates are confirmed, we will provide an updated cost summary. Rates may also be subject to change due to fluctuations in Austrian VAT legislation, currency, or other factors outside Mondial's control.

We will notify all participants promptly of any pricing changes and provide updated invoices before any payment is due.

⚠ Cancellation & Travel Insurance

What is the cancellation policy?

Cancellations made more than 30 days before arrival incur no cancellation fee — you are entitled to a full refund. Once you reach the 30-day mark (which coincides with the final payment due date), a 100% cancellation fee applies to the total booking amount with no exceptions. There is one important caveat regardless of timing: theatre, opera, concert, and train tickets are 100% non-refundable from the moment they are ordered, even if you cancel more than 30 days before arrival.

> This cancellation policy is quite strict. We cannot stress enough: please purchase comprehensive travel insurance before your final payment is made, and ideally before any tickets are ordered.

Is travel insurance required?

Travel insurance is not technically required to participate, but Pilkington Travels strongly recommends it for every participant on this trip. Given that cancellation after final payment results in a 100% loss of your investment — and that opera, theatre, and concert tickets are non-refundable from the moment they're booked — a comprehensive trip cancellation/interruption policy is the most important financial protection you can have. We're happy to provide information on policy options.

What does travel insurance typically cover?

A comprehensive travel insurance policy can cover trip cancellation and interruption (including for illness, injury, or a family emergency), medical expenses abroad, emergency medical evacuation, lost or delayed baggage, and in some cases, supplier default. Coverage varies by policy — we encourage you to review the terms carefully and purchase a policy that includes "cancel for any reason" coverage if you want maximum flexibility.

What if the trip is cancelled due to something outside our control — weather, a public health event, etc.?

In the event of a force majeure situation — such as a government-mandated public health restriction, natural disaster, or similar event — available remedies are governed by Mondial's General Conditions and the policies of any individual service providers. Pilkington Travels will advocate on behalf of the group to secure the best possible outcome, but we cannot guarantee refunds in circumstances beyond our control. This is another reason travel insurance is so important.

Cultural Programming & the Vienna Music Scene

What makes September a special time to visit Vienna for music lovers?

September marks the reopening of Vienna's main cultural season after the summer recess, and it is one of the most exciting times to be in the city. The Vienna State Opera (Staatsoper) typically opens its new season in early September with major productions — often featuring world-class conductors and leading international soloists. The Musikverein, home of the Vienna Philharmonic, also resumes its concert season. For a group with the musical sophistication of the Aiken Symphony Orchestra, arriving as Vienna's musical life reawakens is genuinely special.

Will we attend an opera or concert performance?

The inclusion of cultural performances — opera, symphony, chamber music — is a central part of what makes this itinerary meaningful for your group. Specific performances will be confirmed based on availability at time of booking. Because September is a high-demand period for Vienna's premier venues, we encourage confirming and booking tickets as early as possible. Please note that once tickets are ordered, they are 100% non-refundable.

Can we request specific performances or venues?

Absolutely. Mondial has strong relationships with Vienna's major cultural institutions and can pursue tickets to specific productions, venues, or events based on your group's preferences. We'll discuss priorities with you before booking. Popular options for a musically-oriented group include the Vienna Staatsoper, the Musikverein, the Konzerthaus, and the Schönbrunn Palace concerts — though availability varies and is never guaranteed for specific dates.

Can we visit any music-related cultural sites beyond performances?

Vienna is arguably the most music-saturated city in the world, and there's no shortage of experiences beyond the concert hall. Your itinerary can incorporate visits to the Haus der Musik (an interactive music museum that's genuinely wonderful), the Mozart Wohnhaus, Beethoven's Pasqualatihaus, the Vienna Philharmonic archives, or a guided walk through the first district tracing the city's extraordinary musical heritage. These can be tailored to your group's interests — just let us know what resonates.

Are excursions flexible, or is the itinerary fixed?

All excursions and experiences can be adjusted to reflect the group's preferences, subject to availability at time of booking. Nothing has been booked yet — this is a collaborative process, and we want the itinerary to feel like it was designed for you, because it will be.

Dining

What kind of dining is included?

Group dining experiences are arranged through Mondial and typically feature Viennese cuisine at carefully selected restaurants suited to the group's profile. Vienna's dining culture is rich and celebratory — think Wiener Schnitzel, tafelspitz, exceptional Austrian wines, and old-world dining rooms that feel like part of the experience themselves.

How are group menus selected?

For group dinners, restaurants provide a pre-selected 3-course menu with 3–4 options for the group to choose from. Your group will select from these options at the time of booking, and that selection is then confirmed with the restaurant. Please note that individual menu customization beyond these options may not always be possible.

Is gratuity included in the dining rates?

No. Gratuity is not included in the quoted menu rates. A tip of approximately 10% is customary and recommended in Austria. Please plan for this as an additional out-of-pocket cost at group meals.

Can dietary restrictions be accommodated?

We will do our best to communicate dietary needs — vegetarian, gluten-free, allergies, etc. — to each restaurant in advance. Accommodation is not guaranteed for all restrictions at all venues, particularly at group-format dinners with pre-set menus. Please inform us of any dietary requirements as early as possible so we can work with Mondial to find the best solution.

Travel Logistics

Is airfare included in the trip cost?

Airfare is not included in the Mondial ground services quote. Pilkington Travels can assist with researching and booking international flights — please reach out to discuss options. Flying into Vienna

International Airport (VIE) is the most direct option from most US cities, with connections through major European hubs.

Do I need a passport? How current does it need to be?

Yes — a valid US passport is required for travel to Austria. We recommend that your passport be valid for at least six months beyond your return date from Vienna. If your passport will expire before March 2028, please begin the renewal process as soon as possible. US passport processing times can be lengthy, particularly during busy periods.

Do US citizens need a visa to travel to Austria?

As of the time this document was prepared, US citizens do not require a visa for tourist travel to Austria for stays under 90 days. However, the European Union's ETIAS (European Travel Information and Authorization System) pre-travel authorization is expected to be required for US citizens by the time of travel. We will provide updated guidance on ETIAS requirements as the trip date approaches. Always confirm current entry requirements with the US Department of State (travel.state.gov) before departure.

Is hotel accommodation included?

Hotel accommodation is included in your itinerary.

Who is our guide and point of contact in Vienna?

Mondial DMC will provide a dedicated local coordinator and, for excursions, experienced local guides. Throughout the trip planning process, your primary point of contact remains Pilkington Travels — we're your advocate from Atlanta to Vienna and back.

Still Have Questions?

We're here for you every step of the way. If anything in this document raises a question, or if there's something specific about the trip you'd like to discuss, please don't hesitate to reach out.

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> The answers in this FAQ reflect information available at the time of preparation. Details — including pricing, programming, entry requirements, and logistics — may be updated as plans are finalized and 2027 approaches. We will keep participants informed of any material changes.