



# APPENDIX

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## European National Tourist Offices in the United States

**Belgian National Tourist Office:** 220 E. 42nd St. #3402, New York, NY 10017, tel. 212/758-8130, fax 212/355-7675, [www.visitbelgium.com](http://www.visitbelgium.com), [info@visitbelgium.com](mailto:info@visitbelgium.com). Hotel and city guides; brochures for ABC lovers—antiques, beer, and chocolates; map of Brussels; information on WWI and WWII battlefields; and a list of Jewish sights.

**Visit Britain:** 551 Fifth Ave. #701, New York, NY 10176, tel. 800-462-2748, fax 212/986-1188, [www.visitbritain.com](http://www.visitbritain.com), [travelinfo@visitbritain.org](mailto:travelinfo@visitbritain.org). Free maps of London and Britain. Regional information, garden-tour map, urban cultural-activities brochures.

**French Government Tourist Office:** 444 Madison Ave., 16th floor, New York, NY 10022, fax 212/838-7855, [www.franceguide.com](http://www.franceguide.com), [info.us@franceguide.com](mailto:info.us@franceguide.com). For questions and brochures (on regions, bargaining, wine country, etc.), call 410/286-8310 or order online. One brochure and the *France Guide* magazine are free; additional brochures are \$0.50 each, with a handling fee of \$2 per order. Order will arrive in 2–3 weeks; rush delivery is extra.

**German National Tourist Office:** Maps, Rhine schedules, castles, biking, genealogical information, and city and regional information. Visit [www.cometogermany.com](http://www.cometogermany.com) and contact the nearest office:

*In New York:* 122 E. 42nd St. #2000, New York, NY 10168, tel. 800-651-7010 or 212/661-7200, fax 212/661-7174, [gntonyc@d-z-t.com](mailto:gntonyc@d-z-t.com).

*In Illinois:* P.O. Box 59594, Chicago, IL 60659, tel. 773/539-6303, fax 773/539-6378, [gntoch@aol.com](mailto:gntoch@aol.com).

*In California:* 501 Santa Monica Blvd. #607, Santa Monica, CA

90401, tel. 310/394-2580, fax 310/260-2923, info@gntolax.com.

**Netherlands Board of Tourism:** 355 Lexington Ave., 19th floor, New York, NY 10017, tel. 212/557-3500, fax 212/370-9507, www.holland.com, information@holland.com. They no longer distribute printed material; all information is now available only on the Internet.

## **U.S. Embassies and Consulates**

**Belgium:** U.S. Embassy at Regentlaan 27 Boulevard du Regent, Brussels (Mon–Fri 9:00–18:00, closed Sat–Sun; passport services Mon–Fri 13:30–16:30, closed Sat–Sun; tel. 02/508-2111, www.usembassy.be).

**Britain:** U.S. Embassy at 24 Grosvenor Square, London (Tube: Bond Street, tel. 020/7499-9000, www.usembassy.org.uk).

**France:** U.S. Embassy at 2 avenue Gabriel, Paris (to the left as you face Hôtel Crillon, Mo: Concorde, tel. 01 43 12 22 22). U.S. Consulate at 2 rue St. Florentin, Paris (Mon–Fri 9:00–13:00, closed Sat–Sun, Mo: Concorde, tel. 01 43 12 22 22, www.amb-usa.fr).

**Germany:** U.S. Embassy at Neustädtische Kirchstrasse 4–5, Berlin (tel. 030/83050). U.S. Consulate at Clayallee 170, Berlin (Mon–Fri 8:30–12:00, closed Sat–Sun, tel. 030/832-9233—Mon–Fri 14:00–16:00 only, www.usembassy.de, consberlin@state.gov).

**The Netherlands:** U.S. Embassy at Lange Voorhout 102, The Hague (Mon–Fri 8:15–17:00, closed Sat–Sun, tel. 070/310-2209, www.usemb.nl). U.S. Consulate at Museumplein 19, Amsterdam (for passport concerns, open Mon–Fri 8:30–11:30, closed Sat–Sun, tel. 020/575-5309, [http://netherlands.usembassy.gov/consular\\_visa.html](http://netherlands.usembassy.gov/consular_visa.html), consularamster@state.gov).

## **Let's Talk Telephones**

To make international calls, you need to break the codes: the international access codes and country codes (see next page). For information on making local, long-distance, and international calls, see “Telephones” in this book’s introduction.

## **Country Codes**

After you’ve dialed the international access code (011 if you’re calling from the U.S.A. or Canada; 00 if you’re calling from Europe), dial the code of the country you’re calling.

Austria—43	Italy—39
Belgium—32	Morocco—212
Britain—44	Netherlands—31
Canada—1	Norway—47
Croatia—385	Poland—48
Czech Rep.—420	Portugal—351
Denmark—45	Slovakia—421
Estonia—372	Slovenia—386
Finland—358	Spain—34
France—33	Sweden—46
Germany—49	Switzerland—41
Gibraltar—350	Turkey—90
Greece—30	U.S.A.—1
Ireland—353	

## Numbers and Stumblers

- Europeans write a few of their numbers differently than we do: 1 = *1*, 4 = *4*, 7 = *7*. Learn the difference or miss your train.
- Europeans write dates as day/month/year (Christmas is 25/12/07).
- Commas are decimal points, and decimals are commas. A dollar and a half is 1,50. There are 5.280 feet in a mile.
- When counting with fingers, start with your thumb. If you hold up your first finger to request one item, you'll probably get two.
- What we Americans call the second floor of a building is the first floor in Europe.
- Europeans keep the left "lane" open for passing on escalators and moving sidewalks. Keep to the right.

## Metric Conversion (approximate)

1 inch = 25 millimeters	32°F = 0°C
1 foot = 0.3 meter	82°F = about 28°C
1 yard = 0.9 meter	1 ounce = 28 grams
1 mile = 1.6 kilometers	1 kilogram = 2.2 pounds
1 centimeter = 0.4 inch	1 quart = 0.95 liter
1 meter = 39.4 inches	1 square yard = 0.8 square meter
1 kilometer = 0.62 mile	1 acre = 0.4 hectare

## European Calling Chart

Just smile and dial, using this key:  
AC = Area Code, LN = Local Number.

European Country	Calling long distance within...	Calling from the U.S.A./ Canada to...	Calling from a European country to...
Austria	AC + LN	011 + 43 + AC (without the initial zero) + LN	00 + 43 + AC (without the initial zero) + LN
Belgium	LN	011 + 32 + LN (without initial zero)	00 + 32 + LN (without initial zero)
Britain	AC + LN	011 + 44 + AC (without initial zero) + LN	00 + 44 + AC (without initial zero) + LN
Croatia	AC + LN	011 + 385 + AC (without initial zero) + LN	00 + 385 + AC (without initial zero) + LN
Czech Republic	LN	011 + 420 + LN	00 + 420 + LN
Denmark	LN	011 + 45 + LN	00 + 45 + LN
Finland	AC + LN	011 + 358 + AC (without initial zero) + LN	00 + 358 + AC (without initial zero) + LN
France	LN	011 + 33 + LN (without initial zero)	00 + 33 + LN (without initial zero)
Germany	AC + LN	011 + 49 + AC (without initial zero) + LN	00 + 49 + AC (without initial zero) + LN
Greece	LN	011 + 30 + LN	00 + 30 + LN
Hungary	06 + AC + LN	011 + 36 + AC + LN	00 + 36 + AC + LN
Ireland	AC + LN	011 + 353 + AC (without initial zero) + LN	00 + 353 + AC (without initial zero) + LN
Italy	LN	011 + 39 + LN	00 + 39 + LN

<b>European Country</b>	<b>Calling long distance within ...</b>	<b>Calling from the U.S.A./ Canada to ...</b>	<b>Calling from a European country to ...</b>
Netherlands	AC + LN	011 + 31 + AC (without initial zero) + LN	00 + 31 + AC (without initial zero) + LN
Norway	LN	011 + 47 + LN	00 + 47 + LN
Poland	AC + LN	011 + 48 + AC (without initial zero) + LN	00 + 48 + AC (without initial zero) + LN
Portugal	LN	011 + 351 + LN	00 + 351 + LN
Slovakia	AC + LN	011 + 421 + AC (without initial zero) + LN	00 + 421 + AC (without initial zero) + LN
Slovenia	AC + LN	011 + 386 + AC (without initial zero) + LN	00 + 386 + AC (without initial zero) + LN
Spain	LN	011 + 34 + LN	00 + 34 + LN
Sweden	AC + LN	011 + 46 + AC (without initial zero) + LN	00 + 46 + AC (without initial zero) + LN
Switzerland	LN	011 + 41 + LN (without initial zero)	00 + 41 + LN (without initial zero)
Turkey	AC (if no initial zero is included, add one) + LN	011 + 90 + AC (without initial zero) + LN	00 + 90 + AC (without initial zero) + LN

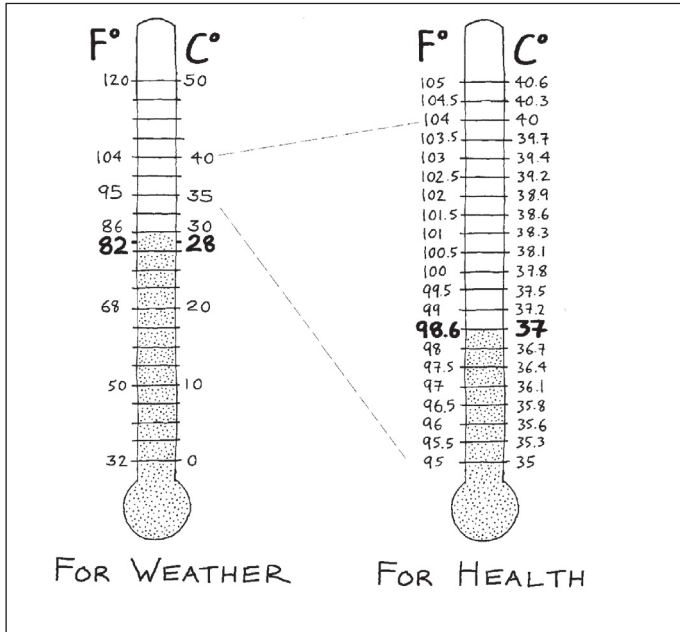
- The instructions above apply whether you're calling a fixed phone or mobile phone.
- The international access codes (the first numbers you dial when making an international call) are 011 if you're calling from the U.S.A./Canada, or 00 if you're calling from anywhere in Europe.
- To call the U.S.A. or Canada from Europe, dial 00, then 1 (the country code for the U.S.A. and Canada), then the area code and number. In short, 00 + 1 + AC + LN = Hi, Mom!

## Climate

Here is a list of average temperatures (first line—average daily low; second line—average daily high; third line—days of no rain).

	J	F	M	A	M	J	J	A	S	O	N	D
<b>BELGIUM • Brussels</b>	30°	32°	36°	41°	46°	52°	54°	54°	51°	45°	38°	32°
	40°	44°	51°	58°	65°	72°	73°	72°	69°	60°	48°	42°
	10	11	14	12	15	15	14	13	17	14	10	12
<b>BRITAIN • London</b>	36°	36°	38°	42°	47°	53°	56°	56°	52°	46°	42°	38°
	43°	44°	50°	56°	62°	69°	71°	71°	65°	58°	50°	45°
	16	15	20	18	19	19	19	20	17	18	15	16
<b>FRANCE • Paris</b>	34°	34°	39°	43°	49°	55°	58°	58°	53°	46°	40°	36°
	43°	45°	54°	60°	68°	73°	76°	75°	70°	60°	50°	44°
	14	14	19	17	19	18	19	18	17	18	15	15
<b>GERMANY • Berlin</b>	23°	23°	30°	38°	45°	51°	55°	54°	48°	40°	33°	26°
	35°	38°	48°	56°	64°	70°	74°	73°	67°	56°	44°	36°
	15	12	18	15	16	13	15	15	17	18	15	16
<b>NETHERLANDS • Amsterdam</b>	31°	31°	34°	40°	46°	51°	55°	55°	50°	44°	38°	33°
	40°	42°	49°	56°	64°	70°	72°	71°	67°	57°	48°	42°
	9	9	15	14	17	16	14	13	11	11	9	10

## Temperature Conversion: Fahrenheit and Celsius



*Europe takes its temperature using the Celsius scale, while we opt for Fahrenheit. For weather, remember that 28°C is 82°F—perfect. For health, 37°C is just right.*



## CREDITS

### Images

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## Basic French Survival Phrases

Good day.	<b>Bonjour.</b>	bohñ-zhoor
Mrs./Mr.	<b>Madame/Monsieur</b>	mah-dahm/muhs-yur
Do you speak English?	<b>Parlez-vous anglais?</b>	par-lay-voo ahñ-glay
Yes./No.	<b>Oui./Non.</b>	wee/nohñ
I understand.	<b>Je comprends.</b>	zhuh kohñ-prahñ
I don't understand.	<b>Je ne comprends pas.</b>	zhuh nun kohñ-prahñ pah
Please.	<b>S'il vous plaît.</b>	see voo play
Thank you.	<b>Merci.</b>	mehr-see
I'm sorry.	<b>Désolé.</b>	day-zoh-lay
Excuse me.	<b>Pardon.</b>	par-dohñ
(No) problem.	<b>(Pas de) problème.</b>	(pah duh) proh-blehm
It's good.	<b>C'est bon.</b>	say bohñ
Goodbye.	<b>Au revoir.</b>	oh vwahr
one/two	<b>un/deux</b>	uhñ/duh
three/four	<b>trois/quatre</b>	twah/kah-truh
five/six	<b>cinq/six</b>	sank/sees
seven/eight	<b>sept/huit</b>	seht/weet
nine/ten	<b>neuf/dix</b>	nuhf/dees
How much is it?	<b>Combien?</b>	kohñ-bee-añ
Write it?	<b>Ecrivez?</b>	ay-kree-vay
Is it free?	<b>C'est gratuit?</b>	say grah-twee
Included?	<b>Inclus?</b>	añ-klew
Where can I buy/find...?	<b>Où puis-je acheter/ trouver...?</b>	oo pwee-zhuh ah-shuh-tay/ troo-vay
I'd like/We'd like...	<b>Je voudrais/ Nous voudrions...</b>	zhuh voo-dray/ noo voo-dree-ohñ
...a room.	<b>...une chambre.</b>	ewn shahñ-bruh
...the bill.	<b>...l'addition.</b>	lah-dee-see-ohñ
...a ticket to ____.	<b>...un billet pour ____.</b>	uhñ bee-yay poor
Is it possible?	<b>C'est possible?</b>	say poh-see-bluh
Where is...?	<b>Où est...?</b>	oo ay
...the train station	<b>...la gare</b>	lah gar
...the bus station	<b>...la gare routière</b>	lah gar root-yehr
...tourist information	<b>...l'office du tourisme</b>	loh-fees dew too-reez-muh
Where are the toilets?	<b>Où sont les toilettes?</b>	oo sohñ lay twah-leht
men	<b>hommes</b>	ohm
women	<b>dames</b>	dahm
left/right	<b>à gauche/à droite</b>	ah gohsh/ah dwaht
straight	<b>tout droit</b>	too dwah
When does this open/ close?	<b>Ça ouvre/ferme</b>	sah oo-vruh/fehmr
At what time?	<b>À quelle heure?</b>	ah kehl ur
Just a moment.	<b>Un moment.</b>	uhñ moh-mahñ
now/soon/later	<b>maintenant/bientôt/ plus tard</b>	man-tuh-nahñ/bee-añ-toh/ plew tar
today/tomorrow	<b>aujourd'hui/demain</b>	oh-zhoor-dwee/duh-man

When using the phonetics, try to nasalize the ñ sound.

*For more user-friendly French phrases, check out Rick Steves' French Phrase Book and Dictionary or Rick Steves' French, Italian & German Phrase Book and Dictionary.*

## Basic German Survival Phrases

Good day.  
Do you speak English?  
Yes. / No.  
I (don't) understand.  
Please.  
Thank you.  
I'm sorry.  
Excuse me.  
(No) problem.  
(Very) good.  
Goodbye.  
one / two  
three / four  
five / six  
seven / eight  
nine / ten  
How much is it?  
Write it?  
Is it free?  
Included?  
Where can I  
buy / find...?  
I'd like /  
    We'd like...  
...a room.  
...the bill.  
...a ticket to \_\_\_\_.  
Is it possible?  
Where is...?  
...the train station  
...the bus station  
...tourist information

...toilet  
men  
women  
left / right  
straight  
When is this  
    open / closed?

At what time?  
Just a moment.  
now / soon / later  
today / tomorrow

**Guten Tag.**  
**Sprechen Sie Englisch?**  
**Ja. / Nein.**  
**Ich verstehe (nicht).**  
**Bitte.**  
**Danke.**  
**Es tut mir leid.**  
**Entschuldigung.**  
**(Kein) Problem.**  
**(Sehr) gut.**  
**Auf Wiedersehen.**  
**eins / zwei**  
**drei / vier**  
**fünf / sechs**  
**sieben / acht**  
**neun / zehn**  
**Wieviel kostet das?**  
**Schreiben?**  
**Ist es umsonst?**  
**Inklusive?**  
**Wo kann ich**  
**kaufen / finden...?**  
**Ich hätte gern /**  
    **Wir hätten gern...**  
**...ein Zimmer.**  
**...die Rechnung.**  
**...eine Fahrkarte nach**  
**Ist es möglich?**  
**Wo ist...?**  
**...der Bahnhof**  
**...der Busbahnhof**  
**...das Touristen-**  
    **informationsbüro**

**...die Toilette**  
**herren**  
**damen**  
**links / rechts**  
**geradeaus**  
**Um wieviel Uhr ist hier**  
    **geöffnet /**  
    **geschlossen?**  
**Um wieviel Uhr?**  
**Moment.**  
**jetzt / bald / später**  
**heute / morgen**

**goo**-ten tahg  
**shprekh**-en zee **eng**-lish  
yah / **nīn**  
ikh fehr-**shtay**-heh (nikht)  
**bit**-teh  
**dahng**-keh  
es toot meer lit  
ent-**shool**-dee-goong  
(kin) proh-**blaym**  
(zehr) goot  
owf **vee**-der-zayn  
īns / tsvī  
dri / feer  
fewnf / zex  
zee-ben / ahkht  
noyn / tsayn  
**vee**-feel **kos**-tet dahs  
**shri**-ben  
ist es oom-**zohnst**  
in-kloo-**see**-veh  
voh kahn ikh  
**kof**-fen / **fin**-den  
ikh **het**-teh gehrn  
    veer **het**-ten gehrn  
īn **tsim**-mer  
dee **rekh**-noong  
ī-neh **far**-kar-teh nahkh  
ist es **mur**-glikh  
voh ist  
dehr **bahn**-hofh  
dehr **boos**-bahn-hof  
dahs too-ris-ten-  
    in-for-maht-see-  
    **ohns**-bew-roh  
dee toh-**leh**-teh  
**hehr**-ren  
**dah**-men  
links / rekhts  
geh-rah-deh-**ows**  
oom **vee**-feel oor ist heer  
    geh-**urf**-net /  
    geh-**shlos**-sen  
oom **vee**-feel oor  
moh-**ment**  
yetzt / bahld / **shpay**-ter  
**hoy**-teh / **mor**-gen

When using the phonetics, pronounce ī as the long i sound in "light."



## Wheelchair Users: Faxing Your Hotel Reservation

You can photocopy this form and fax it to the hotel (it's also online at [www.ricksteves.com/reservation](http://www.ricksteves.com/reservation)).

### One-Page Fax

To: \_\_\_\_\_ @ \_\_\_\_\_  
*hotel fax*

From: \_\_\_\_\_ @ \_\_\_\_\_  
*name fax*

Today's date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
*day month year*

Dear Hotel \_\_\_\_\_,

I use a wheelchair and would like to stay at your hotel if you have a room that meets my needs.

Total # of people: \_\_\_\_\_ Number of rooms: \_\_\_\_\_

Single \_\_\_\_\_ Double \_\_\_\_\_ Twin \_\_\_\_\_ Triple \_\_\_\_\_ Quad \_\_\_\_\_

With private bathroom \_\_\_\_\_ Bathroom down the hall \_\_\_\_\_

# of nights: \_\_\_\_\_

Arriving: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ My time of arrival (24-hr clock):  
*day month year* (I will telephone if I will be late)

Departing: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
*day month year*

My wheelchair measurements are \_\_\_\_\_ cm (width) and \_\_\_\_\_ cm (height).

I have the following needs:

- \_\_\_\_\_ No steps at the hotel entrance or to my hotel room
- \_\_\_\_\_ Doorways at hotel entrance and in the hotel room wide enough for my wheelchair
- \_\_\_\_\_ A ground-floor room or an elevator large enough for my wheelchair
- \_\_\_\_\_ An adapted bathroom with these features: \_\_\_\_\_ low sink, \_\_\_\_\_ roll-in shower,  
\_\_\_\_\_ grab bars for tub, \_\_\_\_\_ handheld shower nozzle, \_\_\_\_\_ grab bars for toilet

If you have a suitable room available, please reserve it for me. Please fax, mail, or e-mail confirmation of my reservation, along with the type of room reserved and the price. Please also inform me of your cancellation policy. After I hear from you, I will quickly send my credit-card information as a deposit to hold the room. Thank you.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Address**

\_\_\_\_\_  
**City State Zip Code Country**

\_\_\_\_\_  
**E-mail Address**

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