

# How to use the travel app

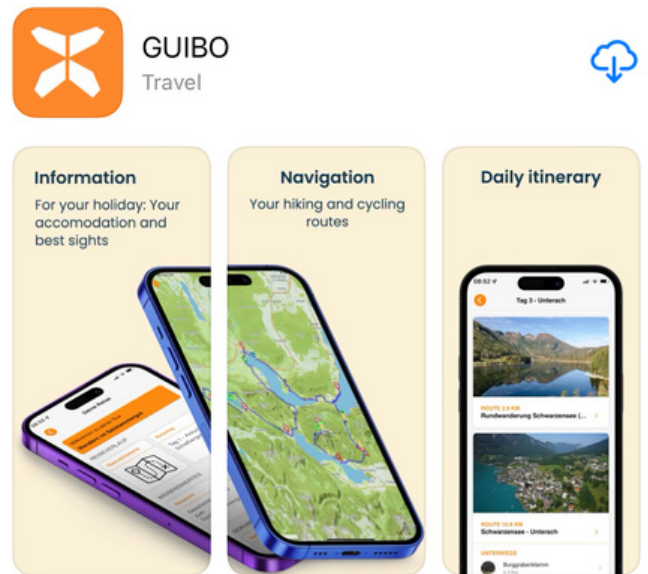


In this document you will find all the information you need to get started with the travel app for your holiday. With this app you can easily follow the tracks of your trip on your smartphone.

We do recommend you (in addition to using the app) always take the travel information package with you while on the road (such as the pdf of the trip and your hotelist). In case of ambiguities or doubts, this can provide a definitive answer.

# 1. Access to your travel details

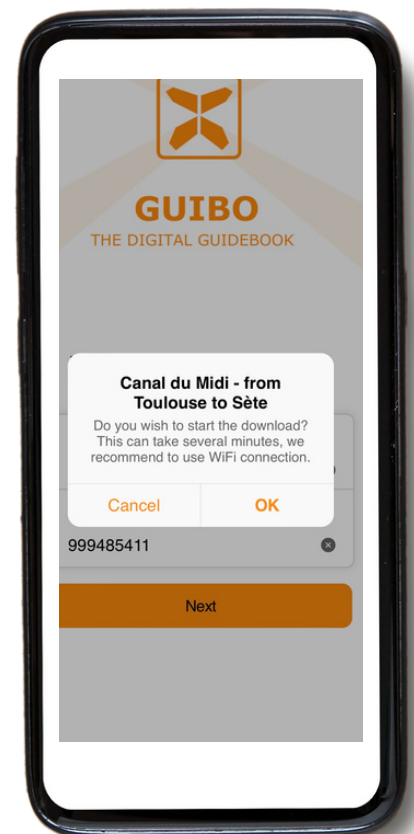
- Download the free “GUIBO” app from the iTunes App Store or Google Play Store.
- Open the just downloaded app.
- If you have an Apple (IOS), check the settings for the GUIBO app. Make sure all notifications are turned on.
- If you have an Android, you have to change “Text-to-speech output” : Preferred engine: speech services by Google and language: English.



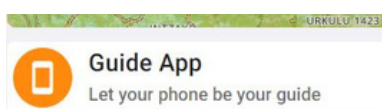
Enter the **operator ID** and the **download code** that you received from us. If you received a link, click on the button “**Guide App**”.



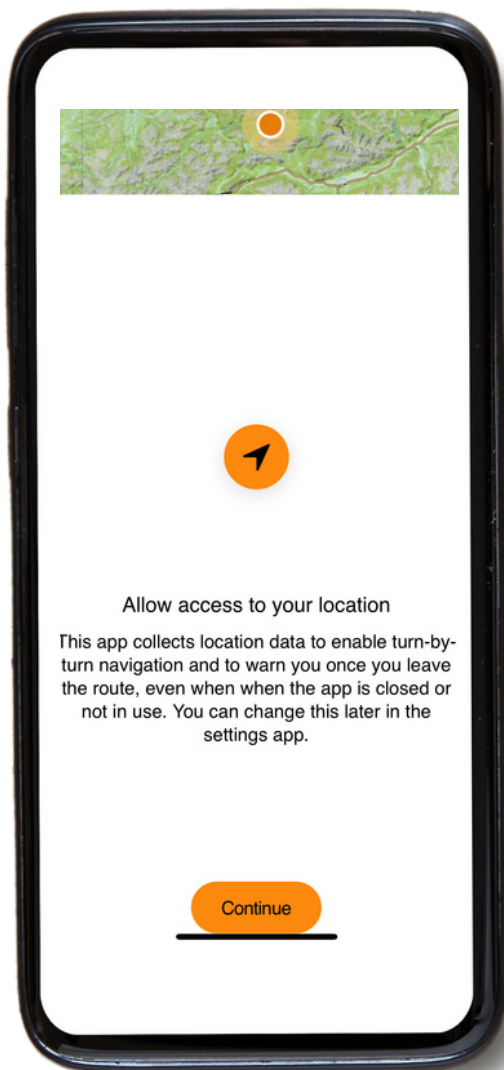
After entering the codes, click on “**next**”.



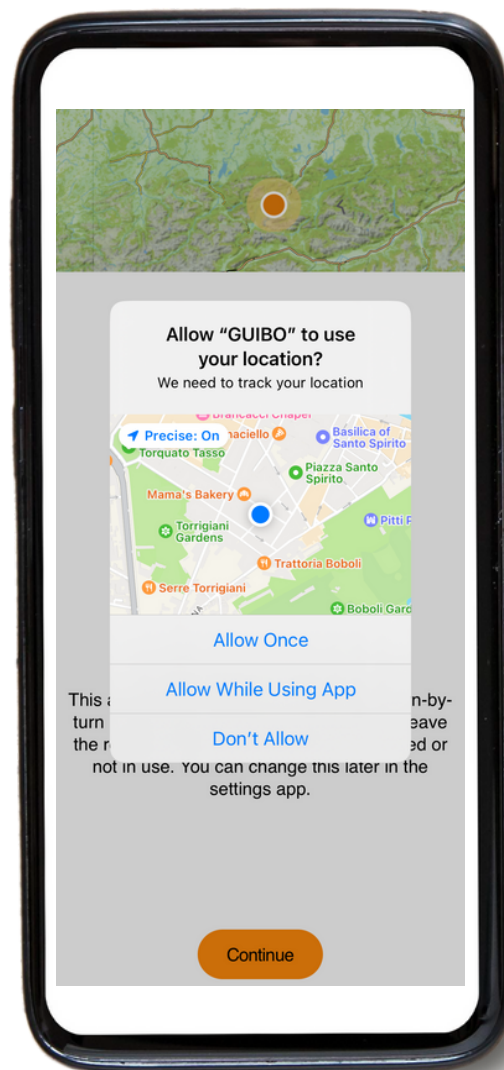
A message with the name of your trip will appear asking if you wish to start the download. Tap “**OK**” to get started.



- A message appears telling the download continues in the background, stay connected to internet.
- Depending on the number of routes and your internet connection (ideally with WIFI), this may take a while. Wait till the message "Download complete" appears on the top of the screen
- This download contains all your routes, maps and information pages. Once downloaded, the content is 100% available offline.



A message to activate your location will appear. Tap to "Continue".



Then, tap to "Allow While Using App".

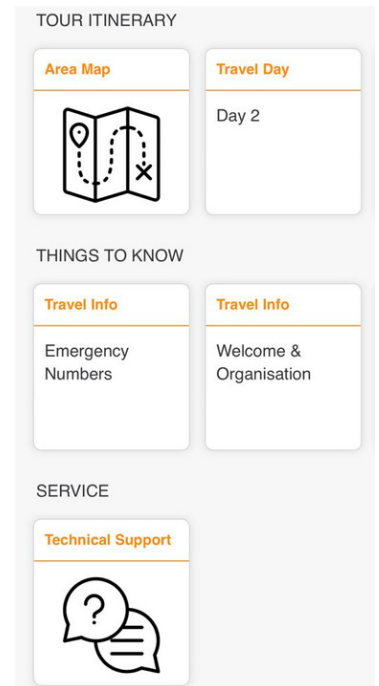
## 2. How to use the app? Practical information

With this download, you will have access to **three different types of information**:

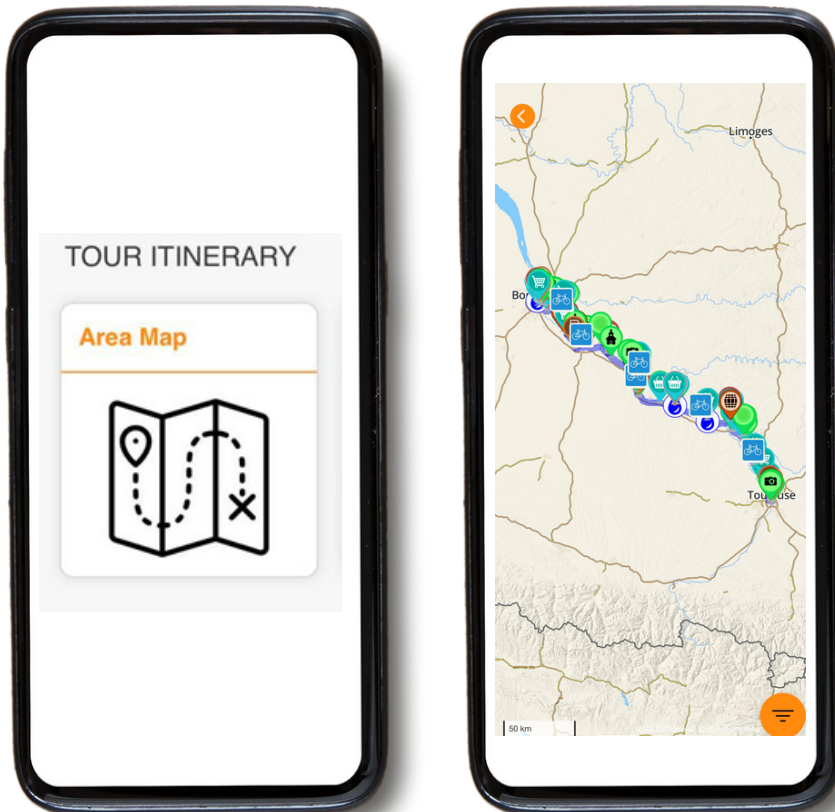
A) **TOUR ITINERARY**: which includes the map with your itinerary and your routes

B) **THINGS TO KNOW** : which includes all practical information such as emergency numbers, travel info, bike rental, tips for your self-guided cycling holidays...

C) **SERVICE** : with technical support, FAQ...



### A. Tour itinerary

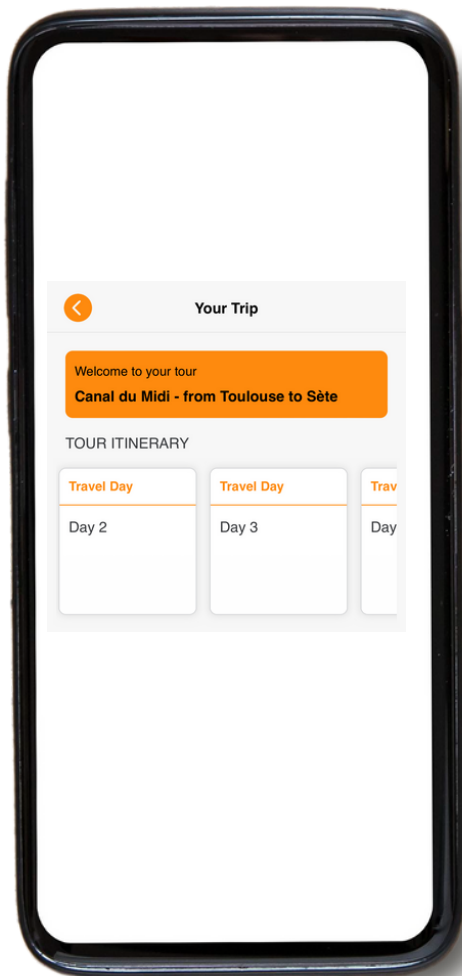


You now have access to your trip.

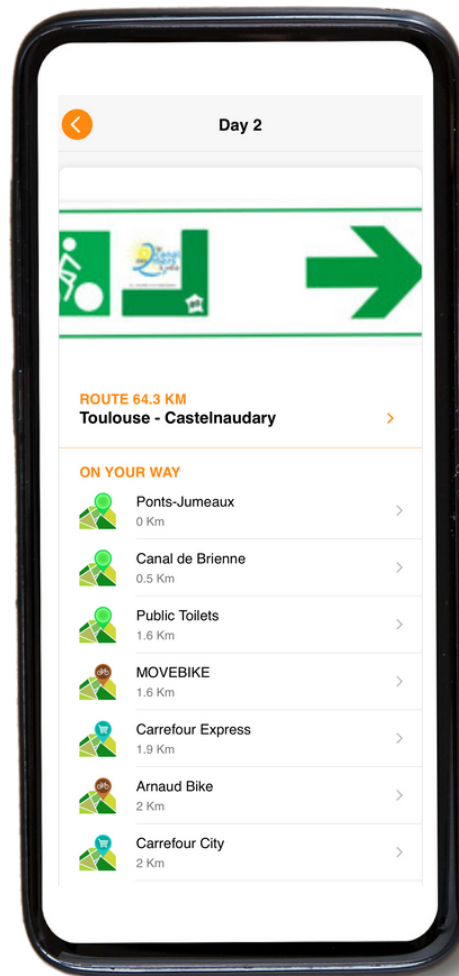
If you click on **"Area map"**, you see the overview map of your trip with all routes and points of interest (POIs). Using the orange filter symbol at the bottom right, you can select one type of POI (see also page 11 on Icons) for a less crowded overview.



- If you wish to close a screen and return to main page of your trip, click on the orange arrow, located on the left of your screen.



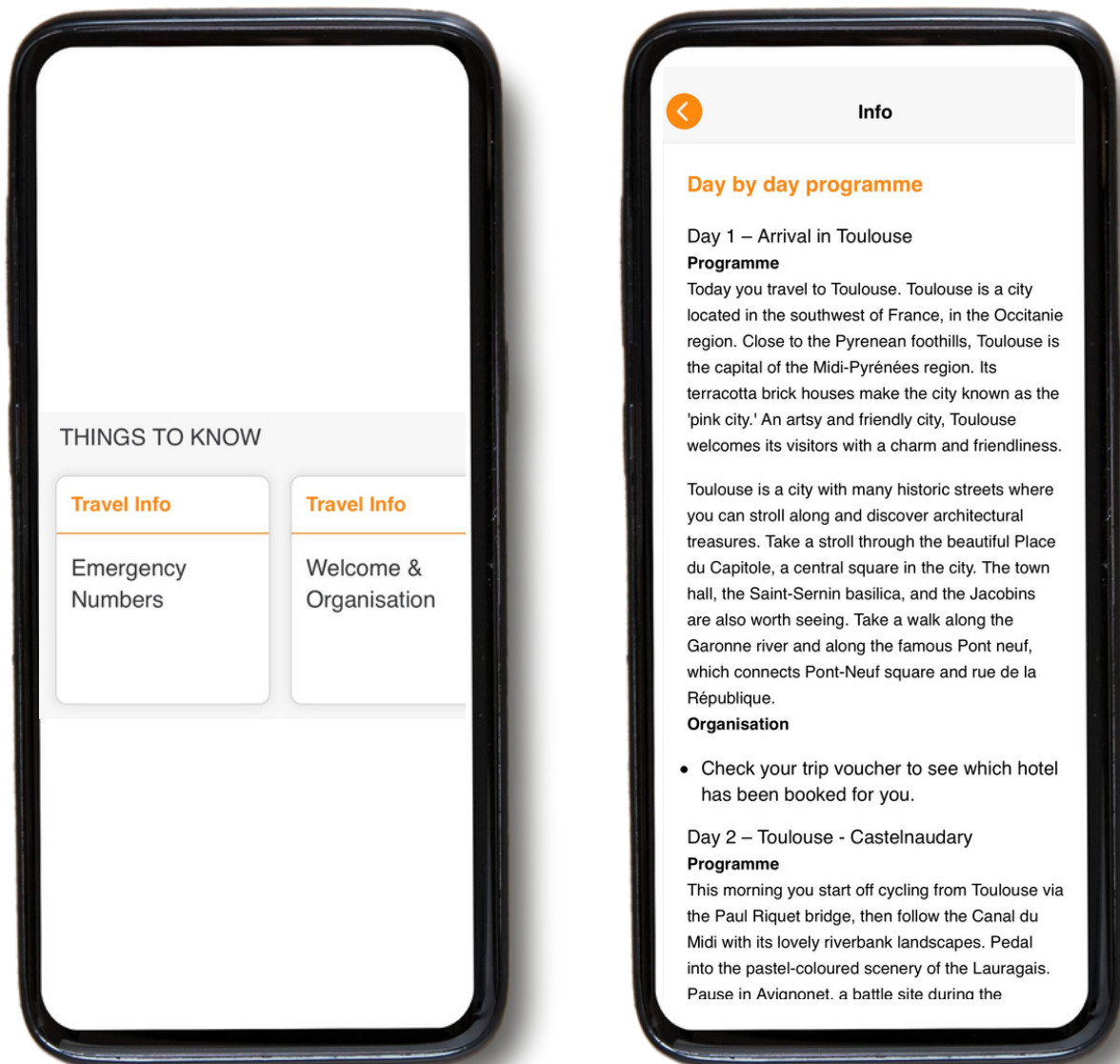
If you go to "TOUR ITINERARY", you can scroll to the right and see the radmap, the details of each Travel Day and **your accommodations.**



If you click on the day you are interested in, for example "Day 2", you will have access to the roadmap and details of the route (for actual navigation details see part 3. NAVIGATE).

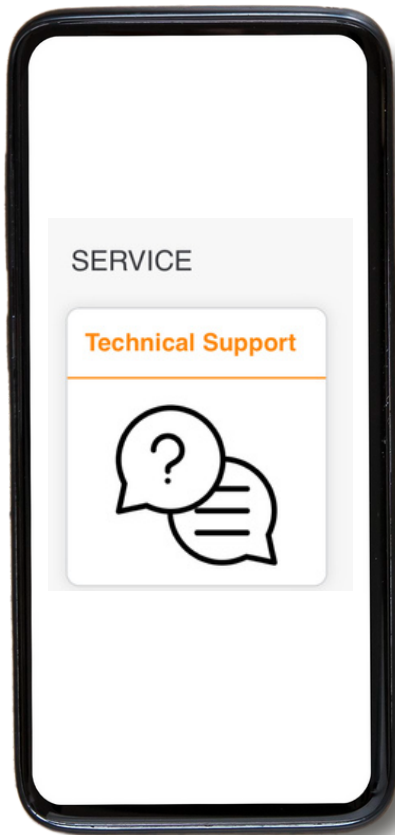
## B. Things to know

- You have access to all the practical information and settings by clicking on the "THINGS TO KNOW" category on your main screen.

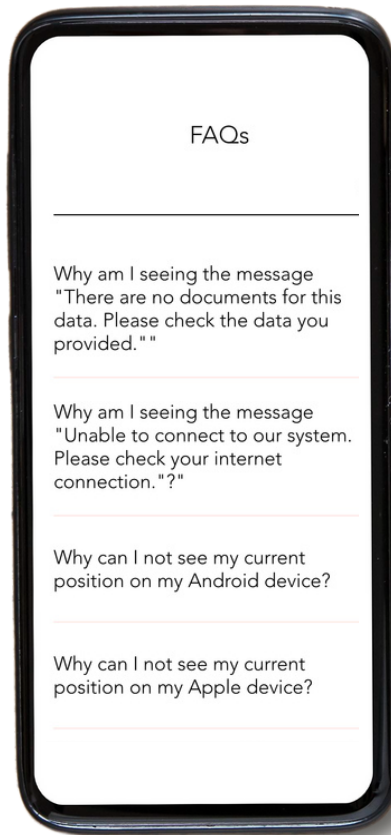


Under "THINGS TO KNOW", you will have access to various information, such as emergency numbers, tips for your self-guided cycling and walking holidays, rental bikes, luggage transfers, day by day programme, etc. but also tourist information concerning your trip.

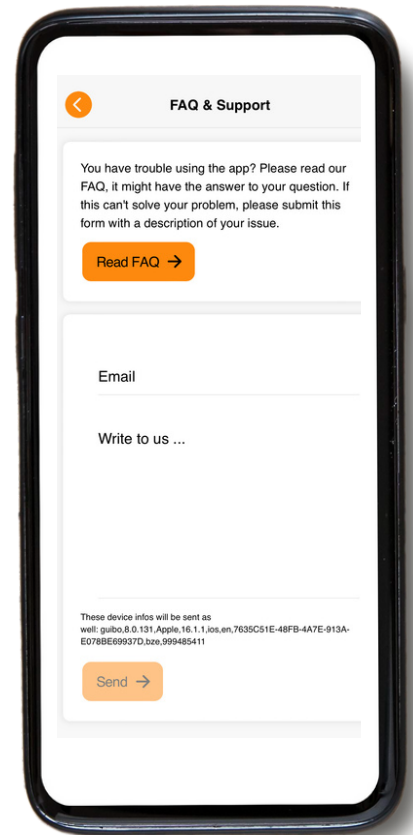
## C. Service



If you encounter any trouble while using the app, you have a category at the bottom of your screen called "**Technical Support**".



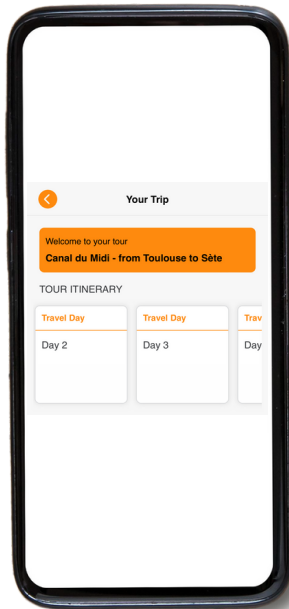
If you click on this category, you can then click on "**Read FAQ**". Then you will have a FAQ with all the useful information.



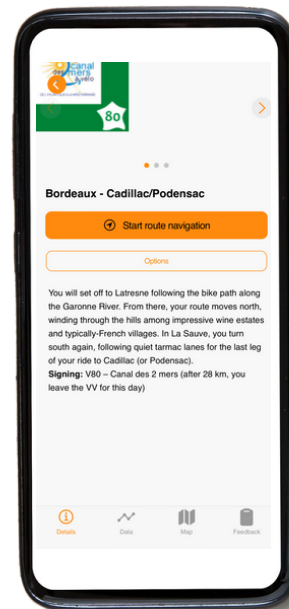
If you are still experiencing problems, please send us a message. Don't forget to include your email address or phone number so we can reach you. **DO NOT USE THIS** for urgent matters - it is only read during office hours.

# 3. Navigate

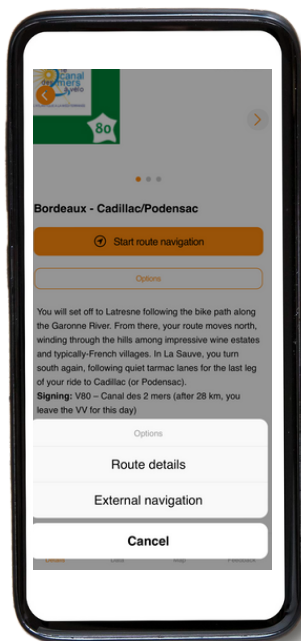
## A. Start navigation



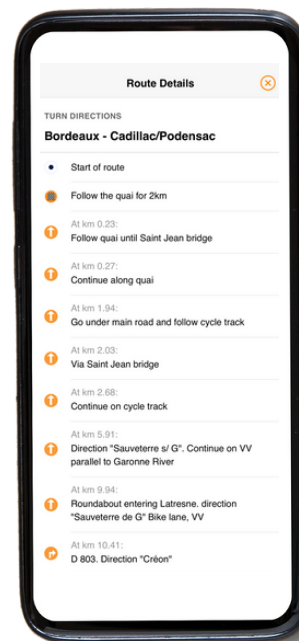
First select the specific travel day under **"TOUR ITINERARY"**. Then the app will give the route prepared for that day together with a list of the points of interests on the way.



Click on the title of the route. You get a description of the route and you can choose between **"start route navigation"** or **"options"**. If you click on "Start route navigation" this will give you your route indications and the line to follow, while cycling/walking.



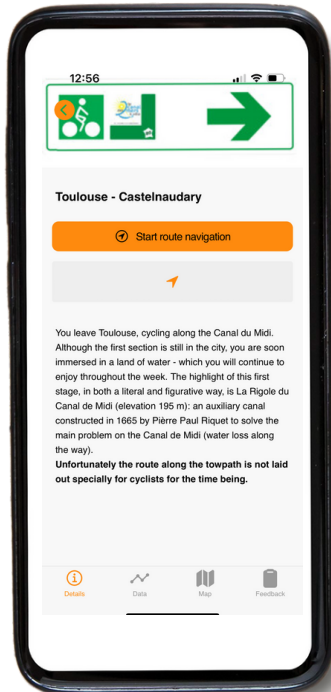
The button **"Options"** gives you 2 choices (**"route details"** and **"external navigation"**).



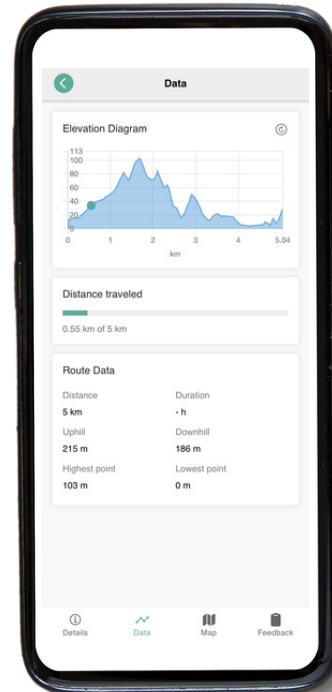
When you click on route details you get an overview of the cues of the route. These are the ones you will read and hear during cycling/walking. **"External navigation"** will lead you to your external navigator (if you want to leave the route).



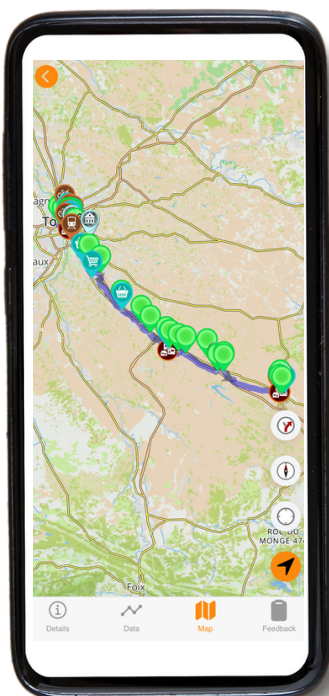
You have 4 icons at the bottom of your screen. Just click on these icons to retrieve the information.



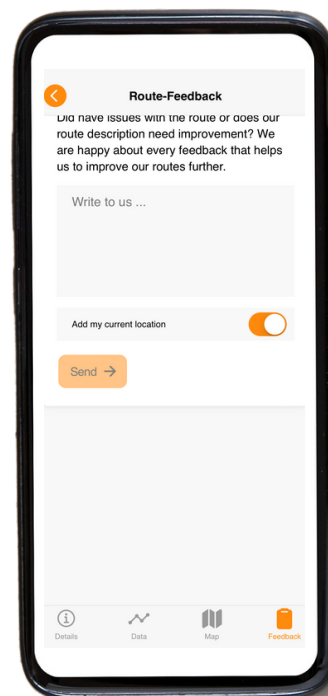
**Details** : indicates the details of your route.



**Data** : which will tell you your location in the elevation diagram, the distance traveled, the total distance, ascent and descent.



**Map** : click on map for the route. To follow the route, you stay on the line.



**Feedback**: if you notice any errors, please let us know. **DO NOT USE THIS** for urgent matters - it is only read during office hours.

# On the map

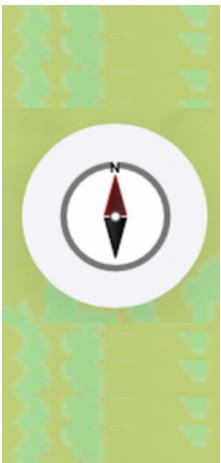
You have 3 icons on the right of your screen. If the buttons are **red**, they are off and if they are **green**, they are on. Just click on this icon/circle to switch on or off.



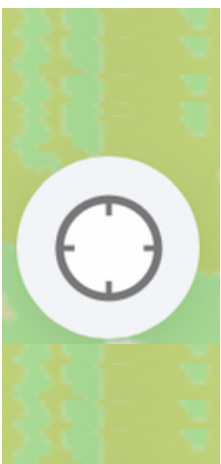
- If you click on the "...", the icons will appear. If you click on the "cross", the icons will disappear.



- This **first icon** enables (when switched on (=green)) or disables (=red) you navigation support. If this icon is not visible, left/right cues have not been added to this route (in text and as voice support). Please just follow the route line.

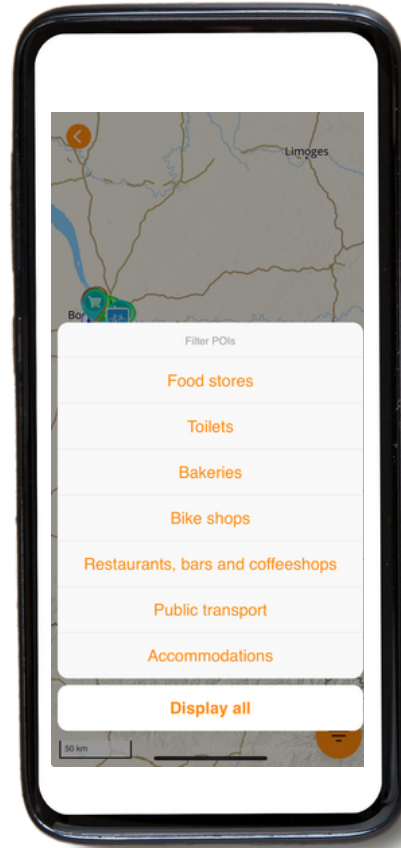
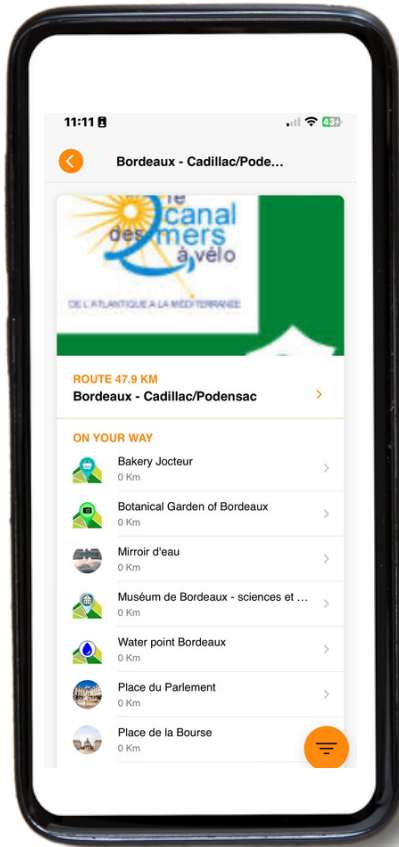


- The **second icon** sets the map orientation. When the "compass" is **red**, the map is fixed such that the top of your screen is always pointing North. Tap on the icon turn in auto-rotation mode (**green** compass needle): the screen rotates along with your movement, such that the direction you are heading, is on top of the screen. This is the recommended setting, especially when cycling. The auto-rotation works best when actually moving. When standing still, the screen might orientate in a random position.



- This **third icon** enables (**green dot** in the circle) or disables (blank circle) the auto-panning of your screen. When auto-panning is on, the map will move along with your movement and keeps showing your position in the centre of the map. Once you manually zoom in or out on the screen or shift the map to look for a point ahead, the auto-panning will automatically turn off. You need to turn it on again to re-centre upon your position and to follow your motions.

## B. Icons present on the map

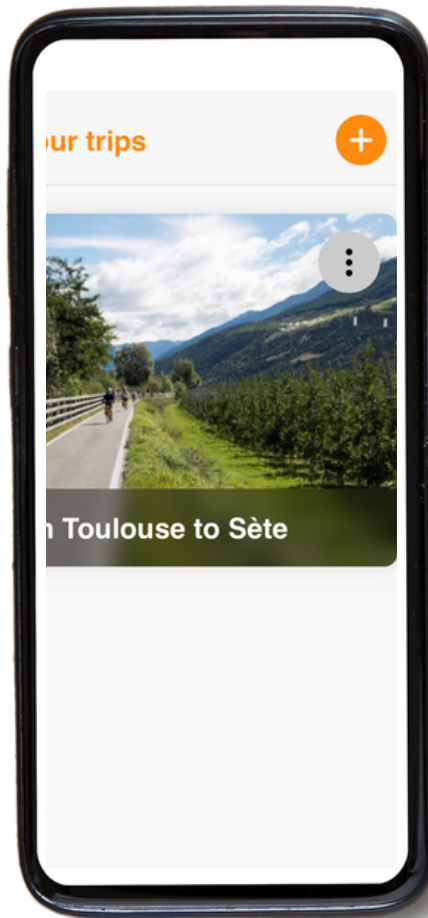
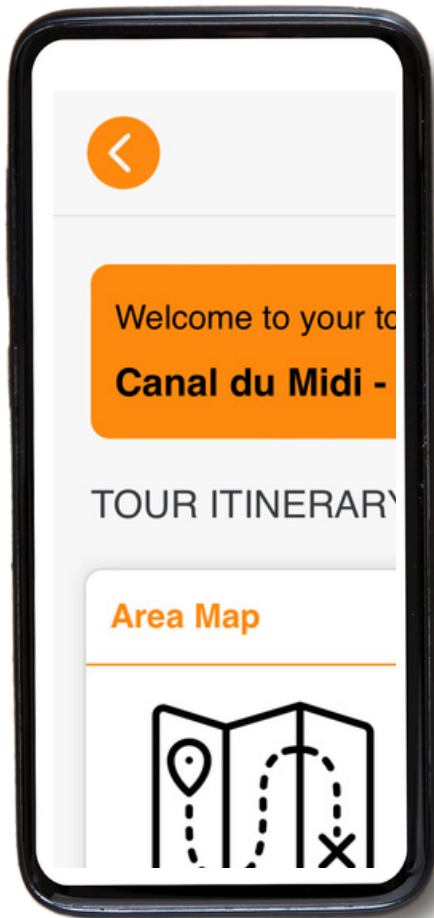


On the map, you will see different icons (POI) representing points of interest (such as museums) and useful information (such as accommodations). You can adjust which categories are shown on the maps or in the daily overview, e.g. everything, or only supermarkets, etc. **In the overview map, you can select a category directly by tapping the orange filter icon in the bottom right corner.** To select a single POI category in a route, use the filter button on the day overview first. This also reduces the list of POIs on the daily overview itself at the same time.

For example :



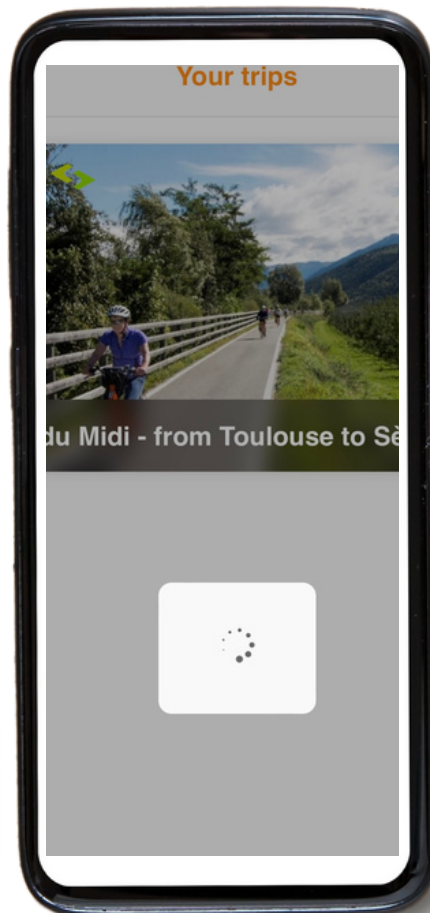
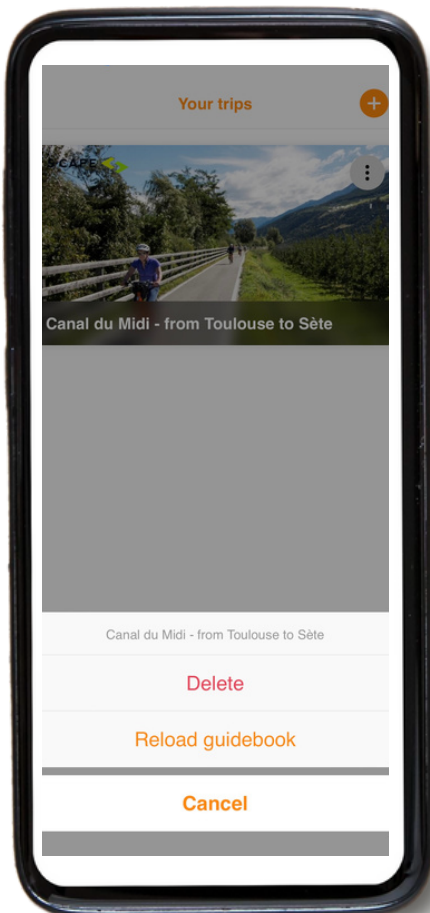
## C. Reload trip itinerary



If you click on the orange arrow at the top left, you can return to the homepage.

Once on the home page, you can add a new trip by clicking on the orange "+" at the top right of your screen (adding your Operator ID and Booking ID for the trip concerned). This is especially useful if you do 2 trips in one holiday.

If you click on the 3 dots at the right in your screen, you have the option to "reload guidebook". **Please do so before starting your trip, to make sure you have the latest version.**



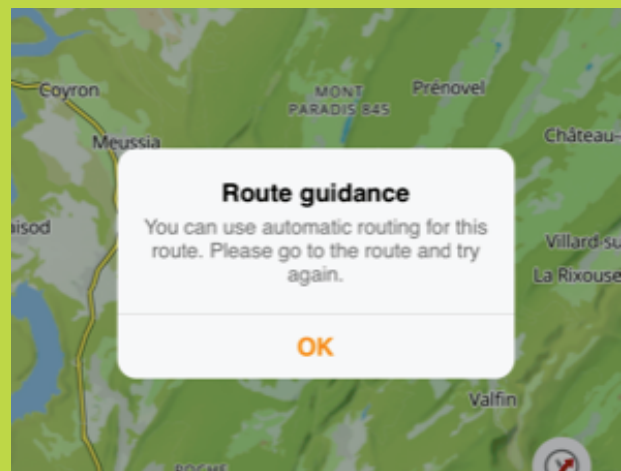
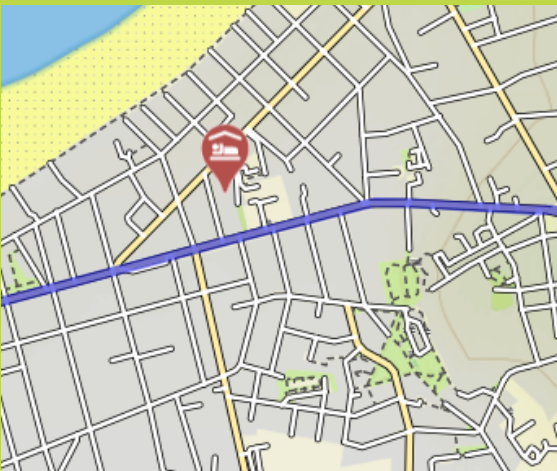
When you click on "Reload guidebook", a loading icon will appear. This may take some time (ideally with WIFI connection), so please wait for the icon to finish loading before leaving the page.

## 4. Route guidance

- **Please note that our mobile app only works when you are on the routes.** The app will ONLY give you signals and direction to take when you are on the blue route.
- When you stray about 50 metres from the route line, an alarm is given once to warn you.
- To follow your route, you always follow the (usually blue) route line. However, if you decide to leave the route, **the GUIBO app does not automatically point you back to the route**, as you are used to from a traditional navigator in your car. Route directions only come back once you have found your way back to the route yourself.

### A. Cases where the application will not work:

- When you start the navigation, you should be within about 200 m of the route. In some cases, your starting point (your hotel, or a restaurant outside the route) may be a bit further from the starting point of the route or from the route itself (see image below). You will then get an error message on your phone that the route guidance is not working. You have to find your way to the route yourself first.

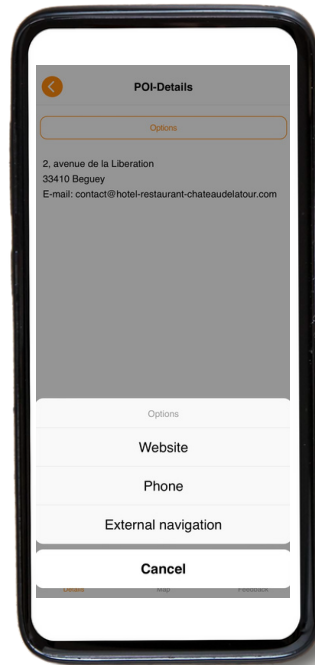


- If your next hotel is a bit past the end point of the route (e.g. near the city market), the map remains in view, but there are no more route directions. Use the map or an external route navigator (f.e. Google Maps) to find your route to your hotel, see next page.

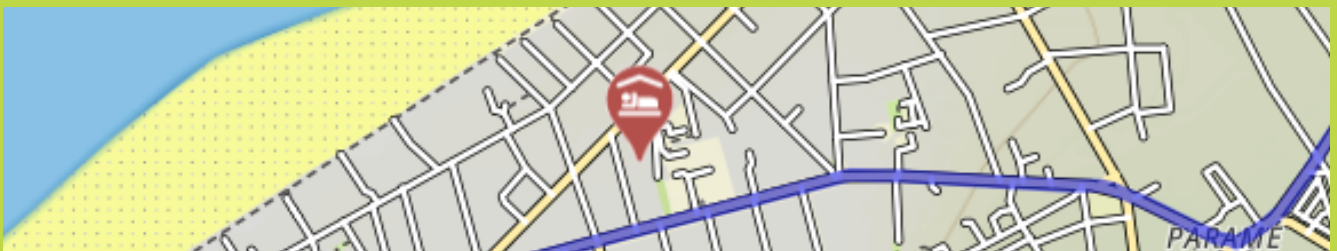
- If you leave the itinerary: if you decide to visit a site, or take a break outside the itinerary (the main route that appears on your screen), you will no longer have the directions.

## B. What should you do in this case? How do you find your direction?

- If your accommodation and/or arrival point is located outside your itinerary, you can choose to open another navigator via GUIBO app. In this way, you can switch to Google Maps, for example, which will geolocate you and show you the way to the route.
- You can also manually open another app (e.g. Google Maps, and type in the address you want to reach).



- You can also find your way via the GUIBO map, without the indications. For example, if your accommodation is next to the main road, you can zoom in on your phone and find your way. And identify the route you need to take to reach your destination.



- Each day before your departure, we recommend that you check where your next accommodation is located.

## 5. Tips

### THE ESSENTIALS TO TAKE WITH YOU

- A fully charged smartphone or tablet (iPhone, iPad or Android).
- Charging cables.
- The "GUIBO" travel app.
- The code to unlock your trip.
- A fully charged external battery (power bank).
- A waterproof smartphone holder.



### THE POWER BANK

What you need is a power bank to charge your smartphone when the battery is empty on the road. A smartphone is a nice device, but with prolonged use of the screen, the battery drains very quickly. In many cases faster than your walking or cycling trip takes. Annoying if you have to be able to rely on it to follow a route. Make sure your smartphone and power bank are fully charged when you leave and don't forget the charging cable!

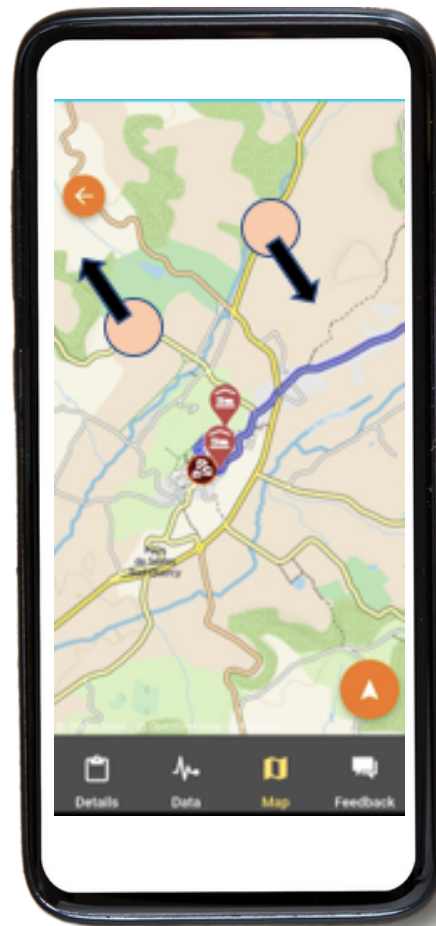
## 6. Advanced manual map manipulations

If you wish even more detailed information on the possibilities on how to use the map:

You can manually shift, rotate, zoom in or out or change the perspective from looking straight down on the map to a bird's view. After any manual manipulation, the auto-panning (icon 3) is turned off. Tap on that icon to recentre the map on your position and have it moving along with you. When the icons are collapsed, like in the examples below, first visualize them again by tapping on the upward pointing arrow in the down-right corner.



**Shift map** : if you want to take a look what sights, foodstores etc. you will encounter, you can shift the map. It is best to use only one finger to shift the map in any direction, with two fingers you might accidentally trigger one of the other 3 possible map movements, most notably the change of perspective.



**Rotate** : keep two fingertips in a fixed spread on the map and rotate your hand in order to rotate the map.

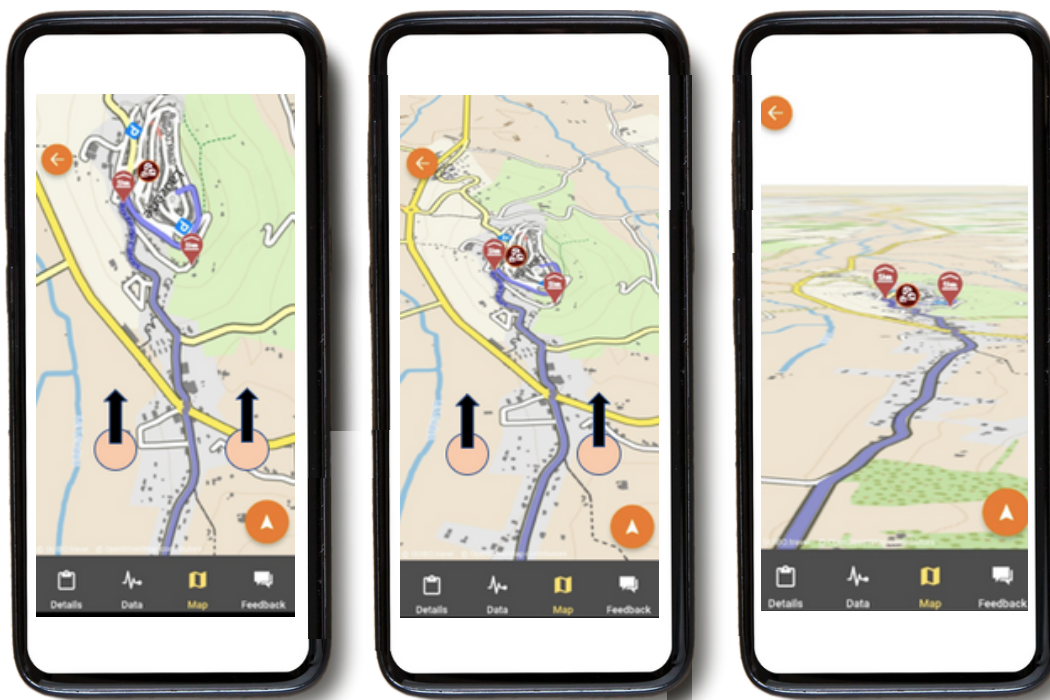


### Zoom-in or out :



Hold two fingertips on the map and spread your fingers further and further apart to zoom in. To zoom out again, do this the other way round, moving your finger tips across the screen towards each other.

### Change perspective :



Top-down view

Slant view

Very slant view

Keep two fingertips in a fixed, horizontal spread on the map, and move your hand towards the top of the screen to change from a top-down view to a slant or very slant view. To reverse this view, move your hand downwards to the bottom of the screen.