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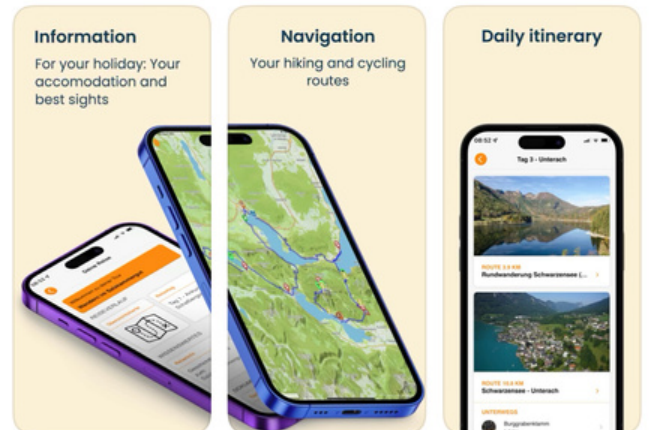
We do recommend that you, in addition to using the app, always take the travel information package with you while on the road (such as the PDF of the trip and your itinerary). In case of ambiguities or doubts, this can provide a definitive answer.

1. Access to your travel details

- Download the free "GUIBO" app from the App Store or Google Play Store.

- Then, open the app.

- If you have an Apple (iOS) device, check the settings for the GUIBO app and make sure all notifications are turned on.


GUIBO
Travel

Information
For your holiday: Your accomodation and best sights

Navigation
Your hiking and cycling routes

Daily itinerary

Enter the **operator ID** and the **booking id/download code** that you received. If you received a link, click on the button "**Guide App**".

Guide App
Let your phone be your guide
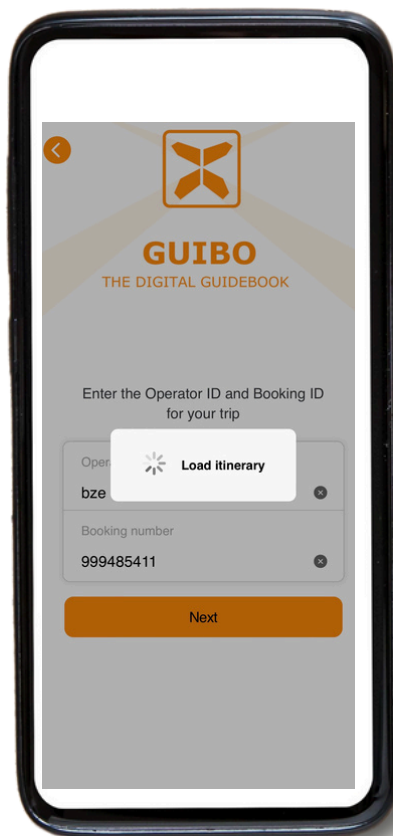
After entering the codes, click on "**next**".

A message with the name of your trip will appear asking if you wish to start the download. Tap **"OK"** to get started.
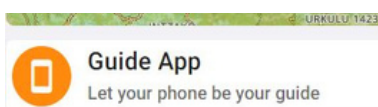
- Your guidebook will then download automatically, displaying a message that it is downloading in the background. Wait until the download is complete before opening your guidebook (you will see a "Download complete" message on your screen).

- This may take a little while, depending on the number of routes in your booking and your internet connection (try to use Wi-Fi when first downloading your guidebook).

- This download contains all your routes, maps, and information pages. Once downloaded, the content is 100% available offline.

It's important to keep the app open while downloading. If the screen turns off or you switch to another app, the download may fail. Start the download, keep your screen on, don't switch to other apps. Keep the device plugged in if possible.

If you **cannot install the app** or **fail to open it for the first time** (before attempting to download any guidebook), it is likely that your device is too old and does not fulfill the minimum requirements:

- **Android**: requires Android 11 or newer.
- **Iphone**: requires iOS 16 or newer.
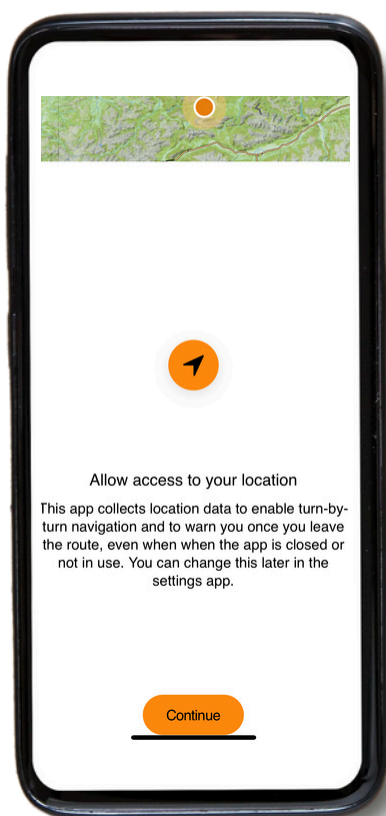
A message to activate your location will appear. Tap to **"Continue"**.
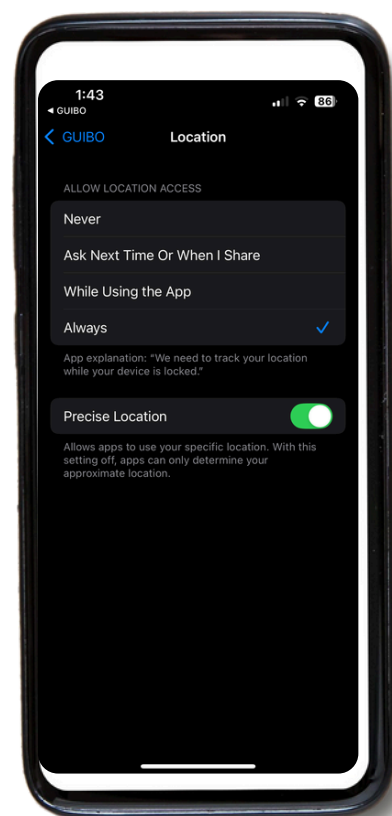
Then, tap to **"ALWAYS"**.

ENSURE LOCATION SERVICES ARE ALWAYS ON

For the app to function correctly, your location services must be set to "**Always On**". To check your settings:

- Scroll to the bottom of the app, under the section **Service** and tap **Technical Support**.
- Select **Check Technical Settings**.

The app will indicate whether your settings are correct. If they are incorrect, you can tap the provided link to go directly to your phone's settings and adjust them.
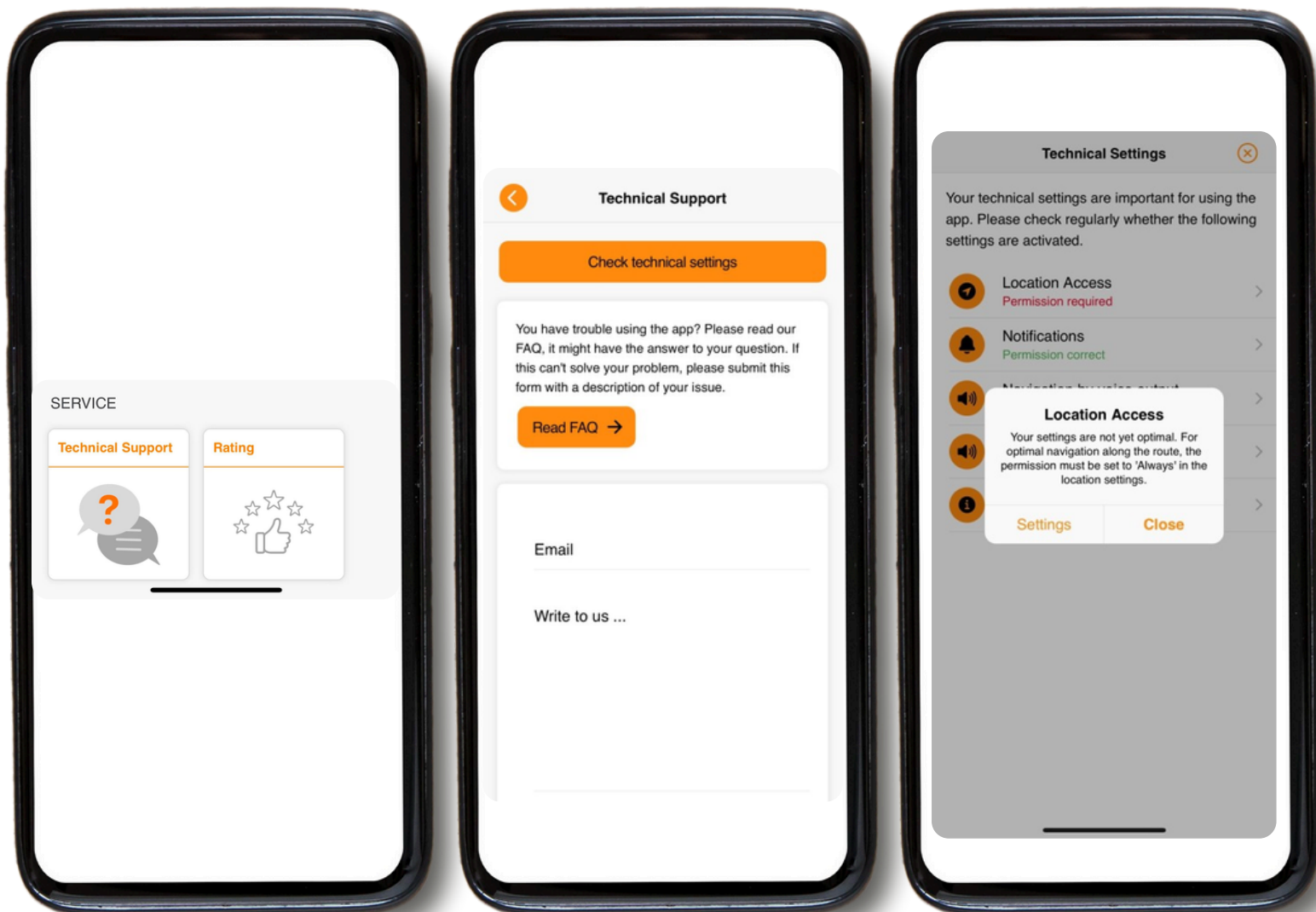
You will then be sent over to the settings' page of your device, where as previously mentioned, you will have to select "**ALWAYS**"
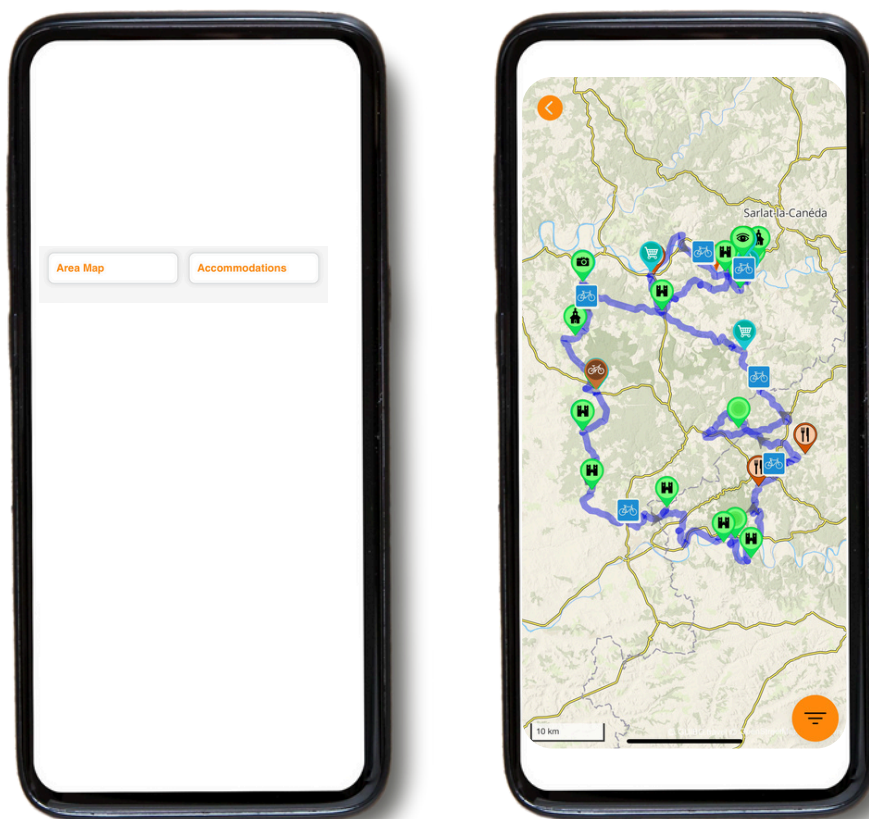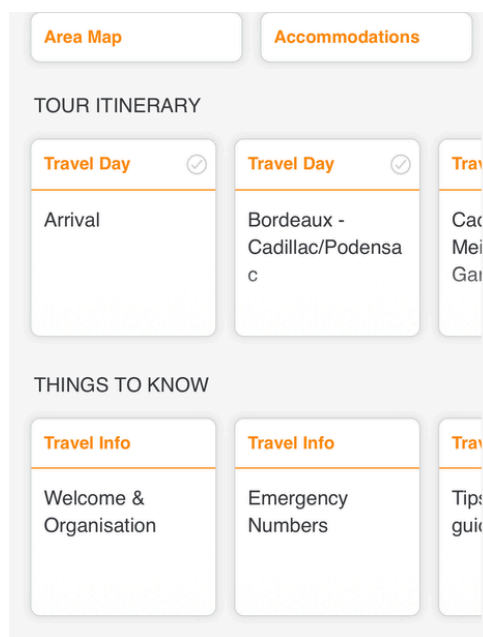
2. Practical information
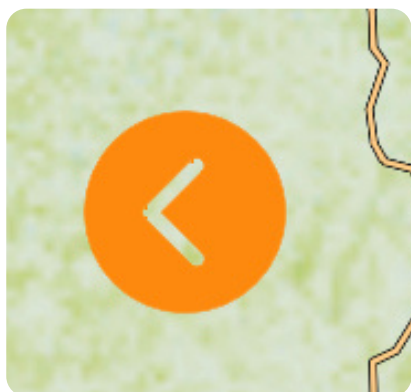
If you wish to close a screen and return to main page of your trip, click on the orange arrow, located on the left of your screen.

You now have access to your trip.

If you click on "**Area map**," you will 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 (check page 11 on icons) for a less crowded overview.

If you click on "**Accommodations**", you will see a list of your accommodations booked for your trip.

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

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

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

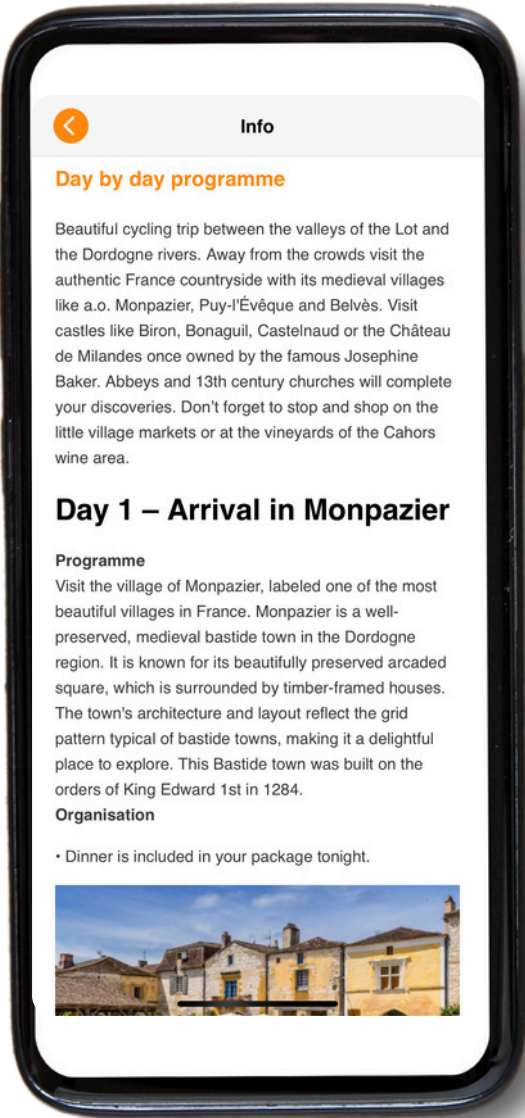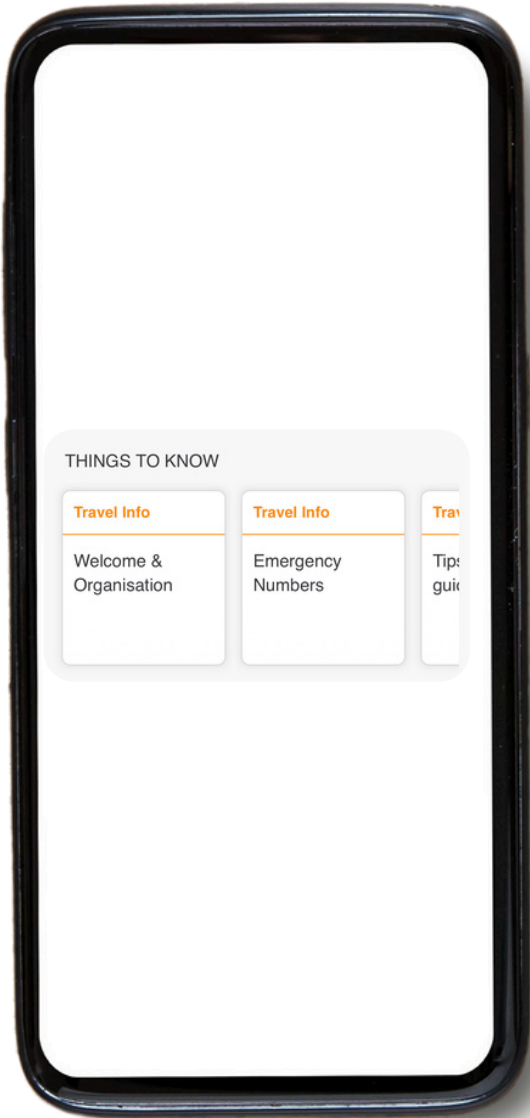C) **SERVICE:** Includes technical support, FAQs, and more.

A. Tour itinerary
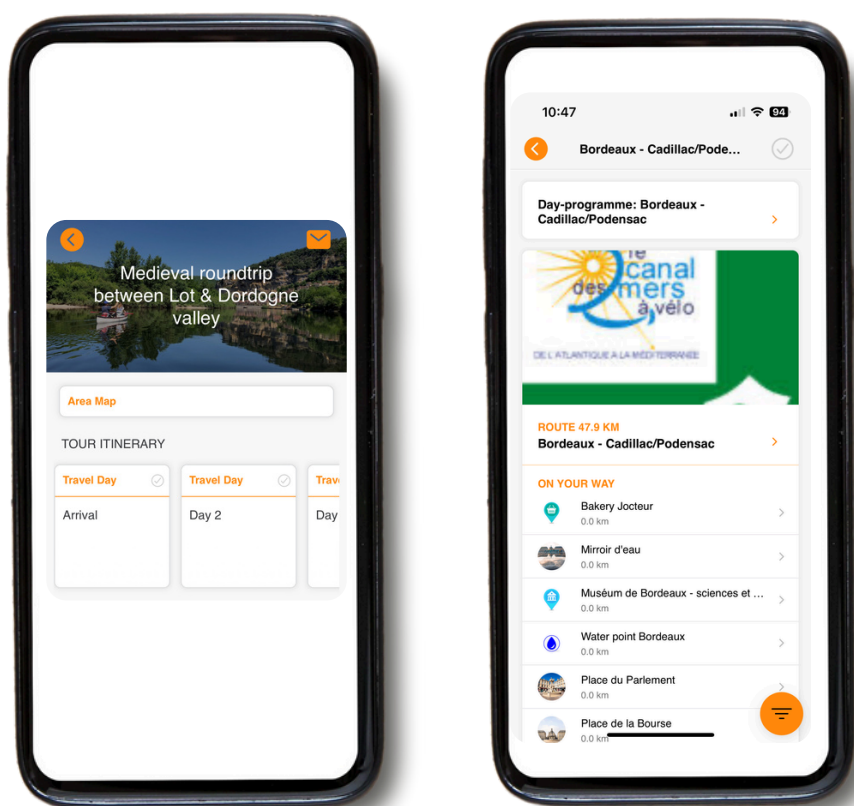
If you go to "**TOUR ITINERARY**," you can scroll to the right and see the details of each travel day.
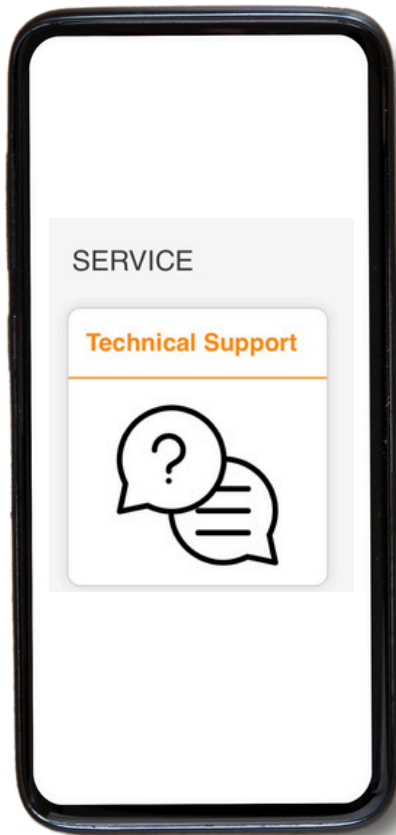
If you click on the travel day you are interested in, you will have access to the roadmap and details of the route. For actual navigation details, see Part 3: NAVIGATE.

B. Things to know

THINGS TO KNOW

Travel Info	Travel Info	Trav
Welcome & Organisation	Emergency Numbers	Tips guid

Info

Day by day programme

Beautiful cycling trip between the valleys of the Lot and the Dordogne rivers. Away from the crowds visit the authentic France countryside with its medieval villages like a.o. Monpazier, Puy-l'Évêque and Belvès. Visit castles like Biron, Bonaguil, Castelnaud or the Château de Milandes once owned by the famous Josephine Baker. Abbeys and 13th century churches will complete your discoveries. Don't forget to stop and shop on the little village markets or at the vineyards of the Cahors wine area.

Day 1 – Arrival in Monpazier

Programme
Visit the village of Monpazier, labeled one of the most beautiful villages in France. Monpazier is a well-preserved, medieval bastide town in the Dordogne region. It is known for its beautifully preserved arcaded square, which is surrounded by timber-framed houses. The town's architecture and layout reflect the grid pattern typical of bastide towns, making it a delightful place to explore. This Bastide town was built on the orders of King Edward 1st in 1284.
Organisation

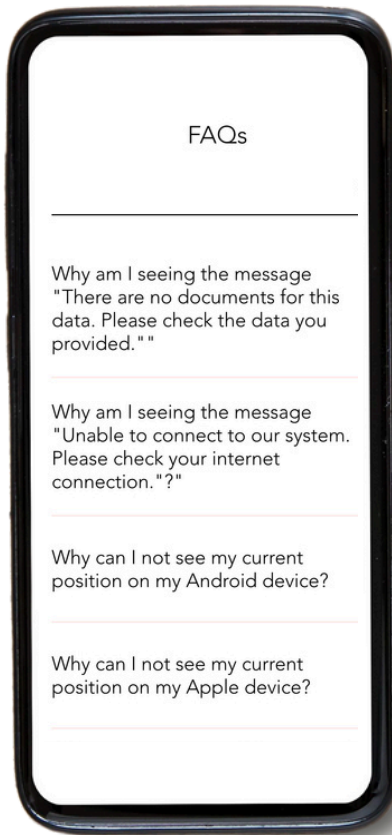• Dinner is included in your package tonight.

Under "**THINGS TO KNOW**," you can scroll to the right and 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., as well as tourist information concerning your trip and the surrounding area.

C. Service

SERVICE

Technical Support

FAQs

Why am I seeing the message "There are no documents for this data. Please check the data you provided.""

Why am I seeing the message "Unable to connect to our system. Please check your internet connection."?"

Why can I not see my current position on my Android device?

Why can I not see my current position on my Apple device?

FAQ & Support

You have trouble using the app? Please read our FAQ, it might have the answer to your question. If this can't solve your problem, please submit this form with a description of your issue.

Read FAQ →

Email

Write to us ...

These device infos will be sent as well: guibo,8.0.131,Apple,16.1.1,ios,en,7635C51E-48FB-4A7E-913A-E078BE69937D,bze,999485411

Send →

If you encounter any trouble while using the app, click the "Technical Support" icon.

You can then click on **Technical settings** and **Read FAQ**. You will be redirected to the FAQ section, where you will find lots of information and answers to questions you may have.
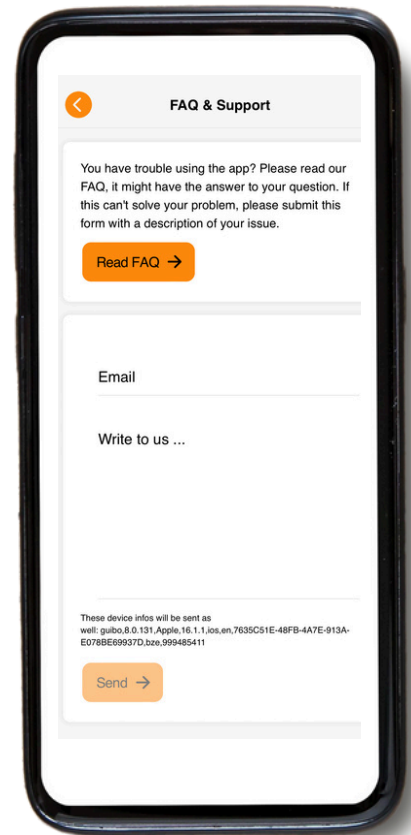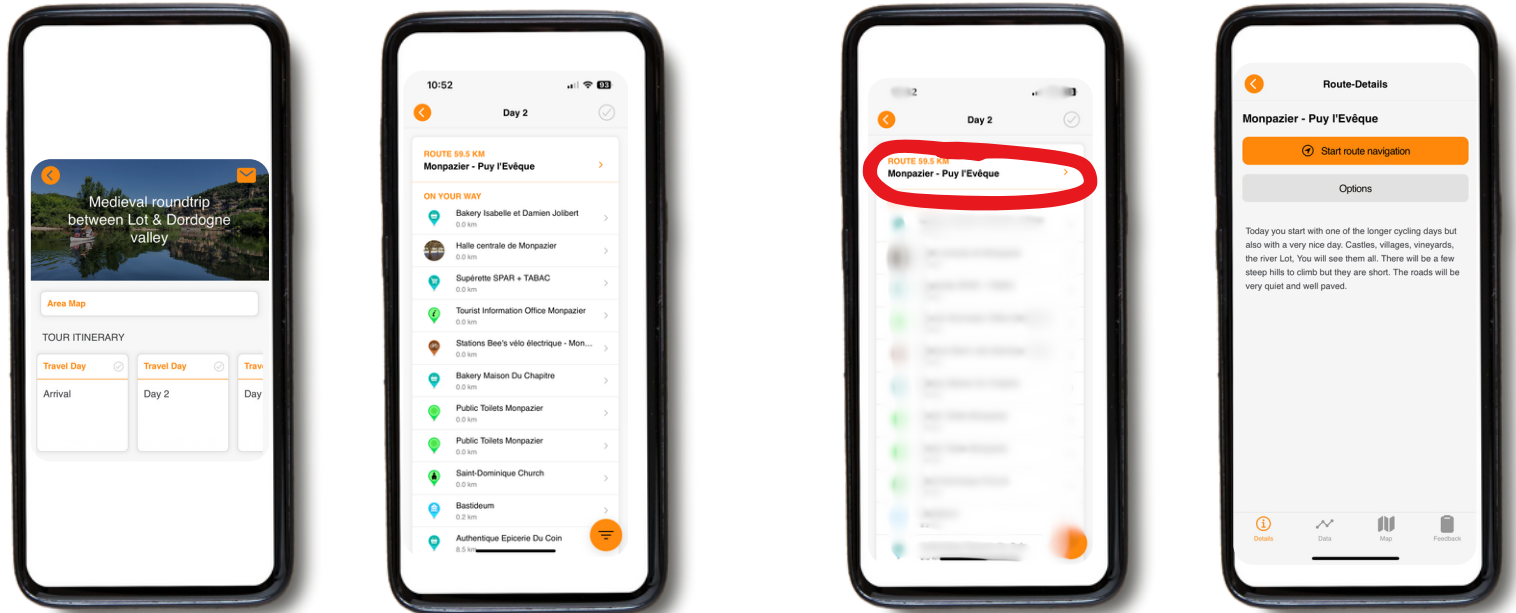
If you are still experiencing problems, please send us a message. Don't forget to include your email address or phone number so we can reach out to you.
DO NOT USE THIS for urgent matters – it is only read during office hours.

IN CASE OF EMERGENCY OUTSIDE OF OFFICE HOURS, CALL THE EMERGENCY NUMBER OR DIAL THE POLICE/MEDICAL ASSISTANCE NUMBER
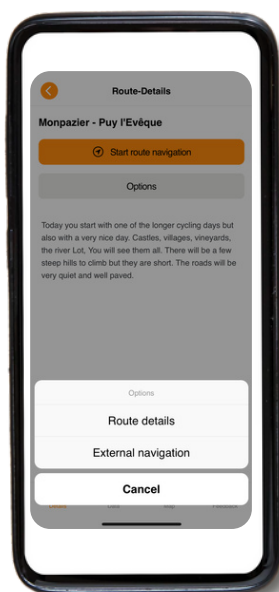
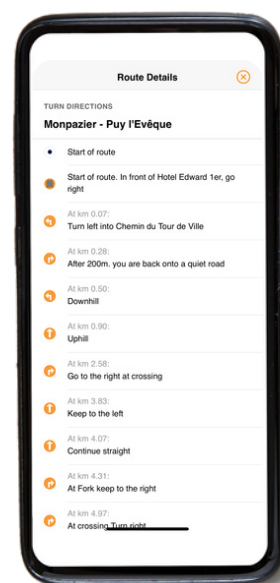# 3. Navigate

A. Start navigation

To start navigating, first select the specific travel day under "**TOUR ITINERARY**." You will then find an overview of your route for the day, including all the information you may need.

Click on the title of the route to find a description of the route. You can then choose between "**Start Route Navigation**" or "**Options**." When choosing "**Start Route Navigation**," a map with your route traced will appear.
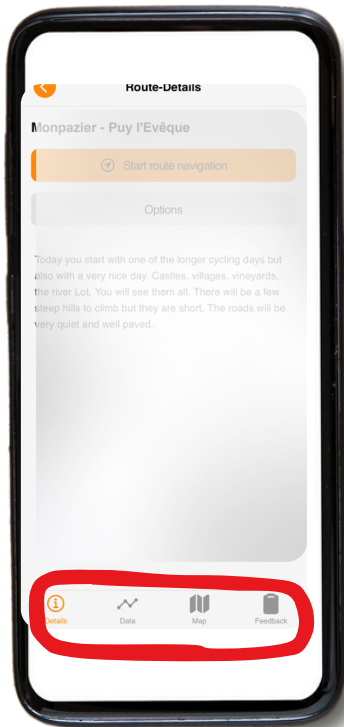

The "Options" button gives you 2 choices ("**route details**" and "**external navigation**").

By clicking on "**Route Details**," you can find an overview of all the cues for that day. "**External Navigation**" will lead you to your external navigator.
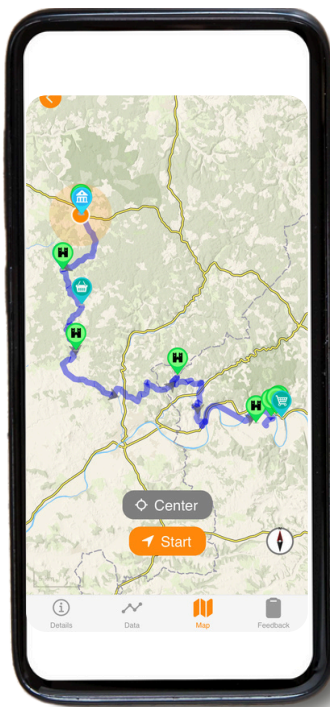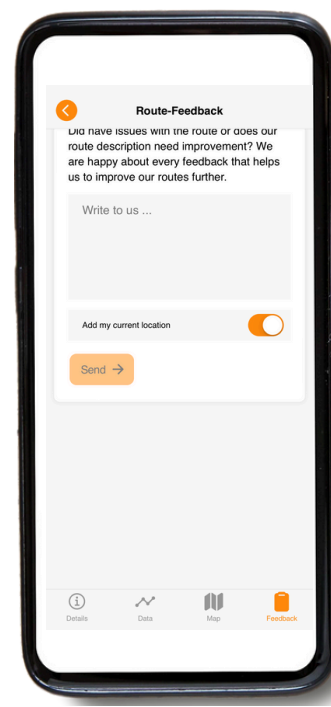
Details : indicates the brief description of your route.
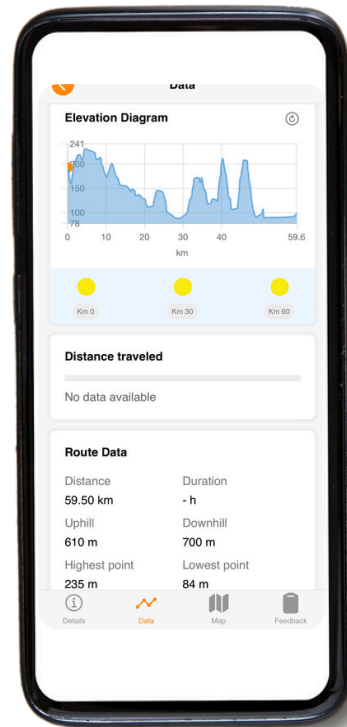
Data: Check information like elevation data and distance. The "elevation diagram" shows you how much elevation you have already covered and what is left ahead.
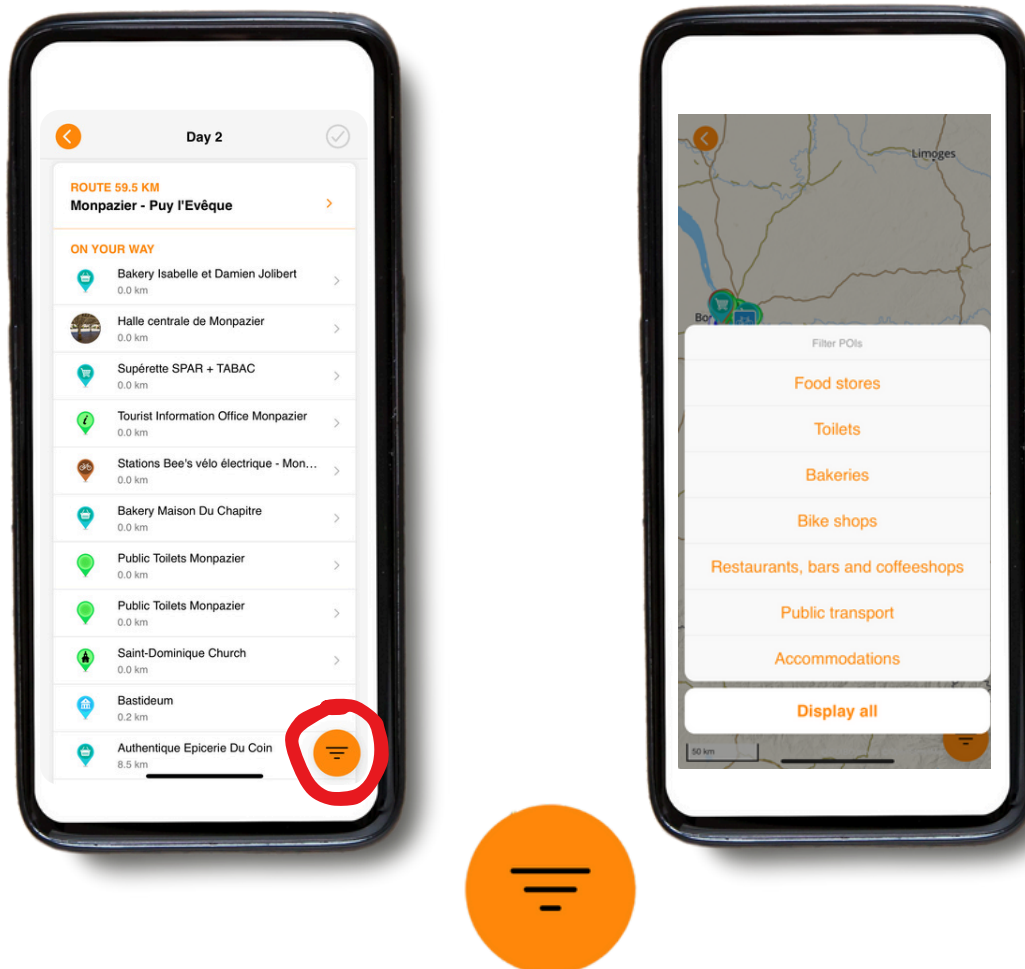

**Map :** Simply stay on the line to follow the route to your destination.

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

B. Icons present on the map

On the map, you will see different icons representing **points of interest** (POIs) (such as museums) and **useful information**. You can adjust which categories are shown on the map 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 :

Tourist information office   Town   Museum
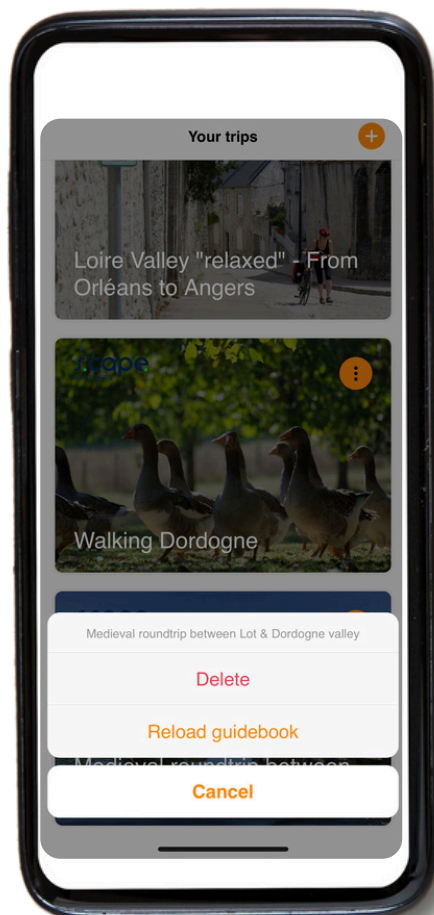
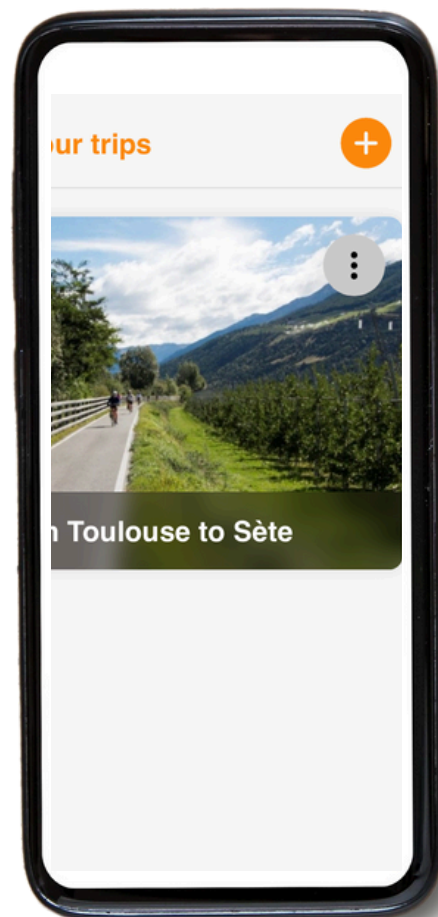Accommodation   Supermarket   General
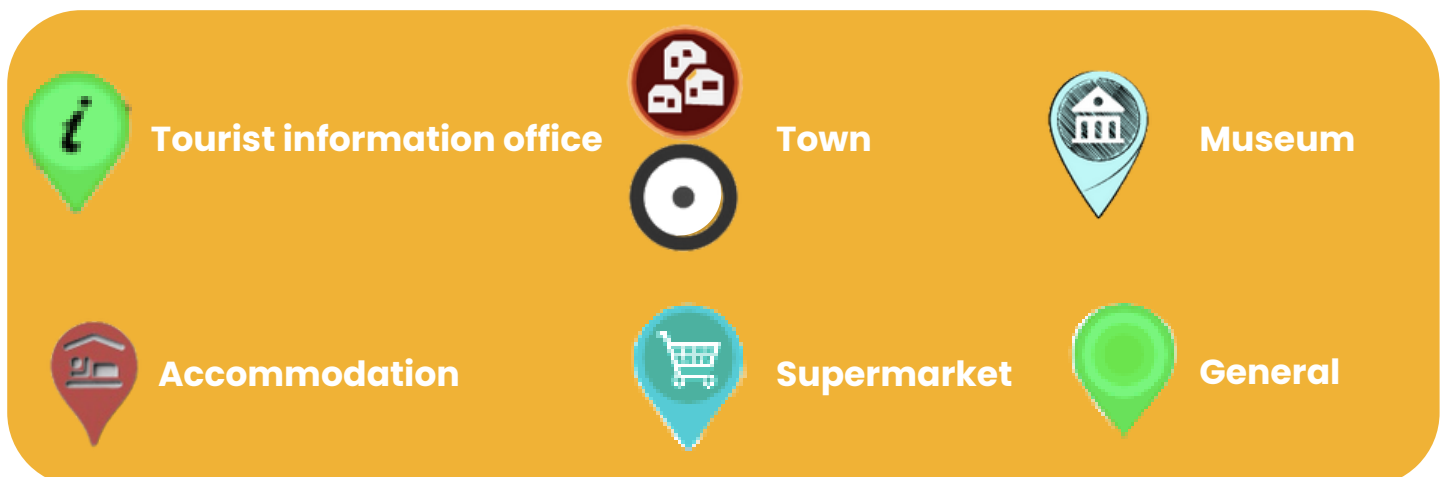
C. Reload trip itinerary
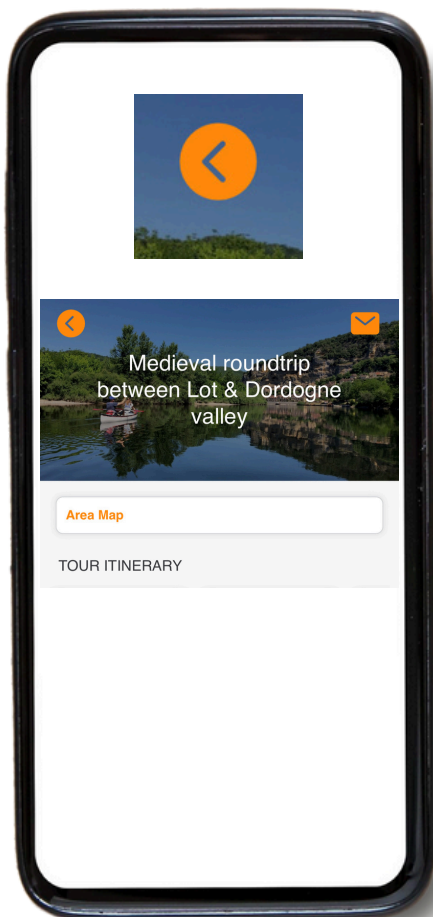
If you click on the **orange arrow** at the top left, you can return to the homepage.

Once on the homepage, 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 two trips in one holiday.

If you click on the 3 dots on the right of your screen, you have the option to "**Reload Guidebook."** **Please always 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 a Wi-Fi connection), so please wait for the icon to finish loading before leaving the page.
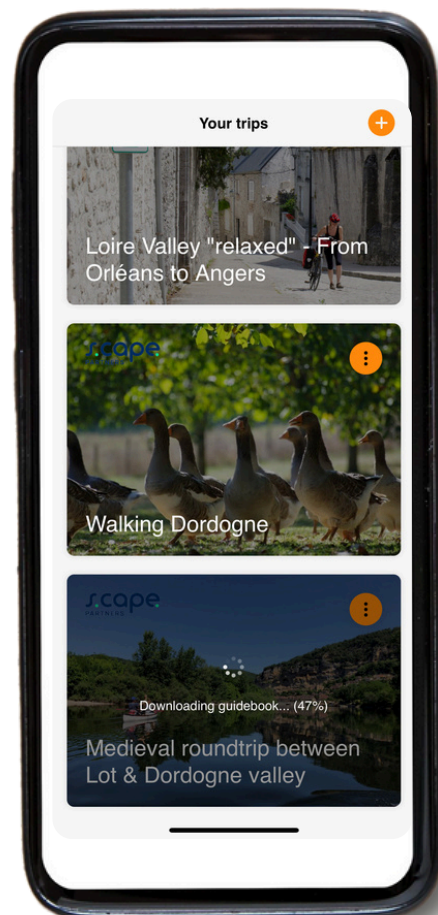
4. Route Guidance

- **Please note that our mobile app ONLY works when you are on the routes**. The app will **ONLY** give you signals and directions when you are on the blue route as indicated.
- If you ride/walk away from the route line (about 50m away), an alarm will go off once to warn you.
- To follow your route, **always stay on 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 a traditional navigator in your car would do. The directions given by the app will start again once you are back on the route/blue line. So, if you decide to venture away from it, **make sure you know how to get back on the right route** before continuing.

Cases where the application will not work:

- When you start the navigation, you should be within about 200m of the route. In some cases, your starting point (hotel or restaurant outside the route) may be a bit further from your starting point 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 will need to find your way to the route yourself first (use Google Maps for help if needed).
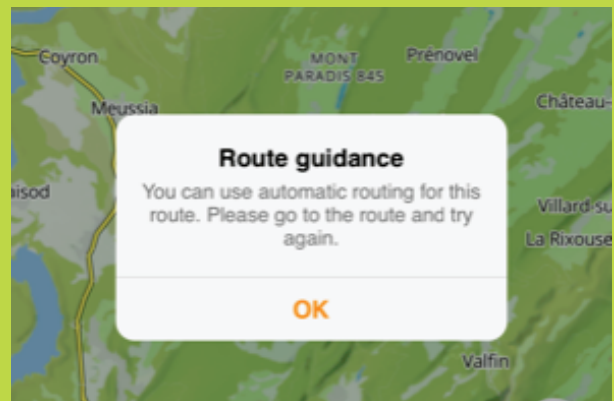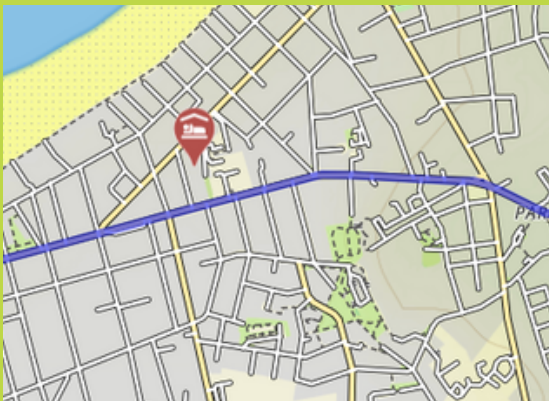

- If your next accommodation is a bit past the endpoint of the route (e.g., near the city market), the map remains in view, but there are no more directions. Use the map or an external route navigator (e.g., Google Maps) to find the route to your accommodation .

- If you leave the itinerary to visit a site or simply take a break outside the itinerary, you will no longer receive directions from the app.

How do you find your way? (when off the route)

- If your accommodation and/or arrival point is located outside your itinerary, you can choose to open another navigator via the 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.

External Navigation: to get redirected to Google Maps
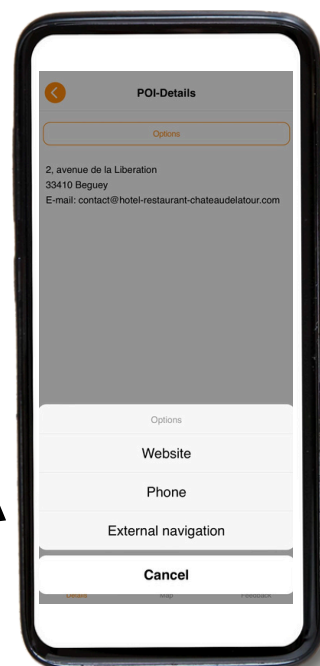
- You can also find your way via the GUIBO map, without the directions. For example, if your accommodation is next to the main road, you can zoom in on your phone and find your way, identifying the route you need to take to reach your destination.
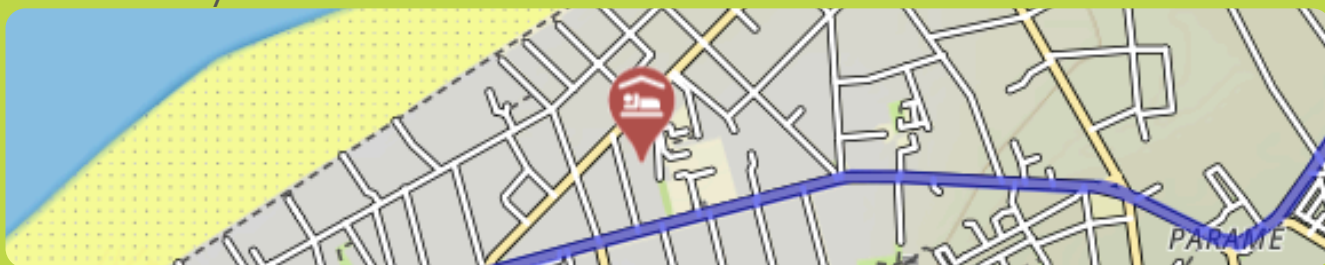
- Each day before your departure, we recommend checking where your next accommodation is located, so you don't have to waste time looking for it at the end of your day trip.

5. Tips

DON'T FORGET ABOUT THE ESSENTIALS

- A fully charged smartphone or tablet (iPhone, iPad, or Android).
- Charging cables.
- The "GUIBO" travel app.
- Your trip uploaded and refreshed in the app.
- The code to unlock your trip.
- A fully charged external battery (power bank).
- A waterproof smartphone holder.
- Ideally, a holder with a bicycle mount if you are doing a bike tour.

What you need is a **power bank** to charge your smartphone when the battery runs out on the road. A smartphone is a useful device, but with prolonged use of the screen, the battery drains very quickly. In many cases, faster than your walking or cycling trip takes. It's annoying if you have 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 for even more detailed information on the possibilities of 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-eye view. After any manual manipulation, the auto-panning (icon 3) is turned off. Tap on that icon to recenter the map on your position and have it move 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 bottom-right corner.

Shift map : If you want to take a look at what sights, food stores, 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 three possible map movements, most notably the change of perspective.
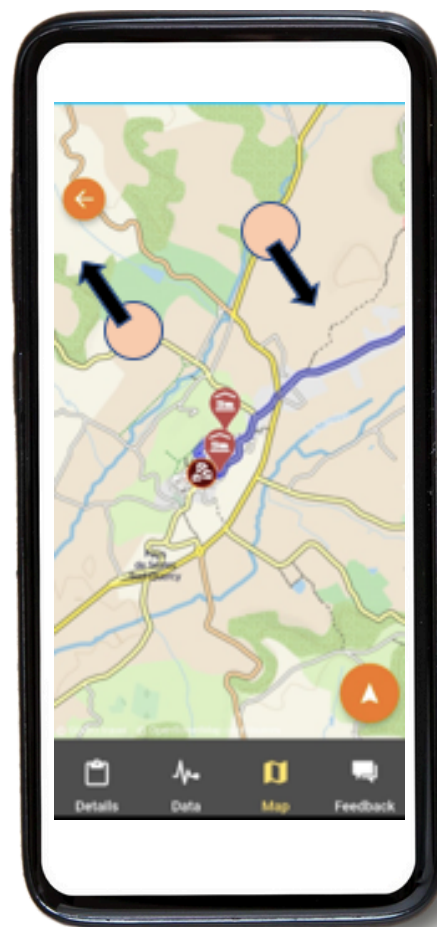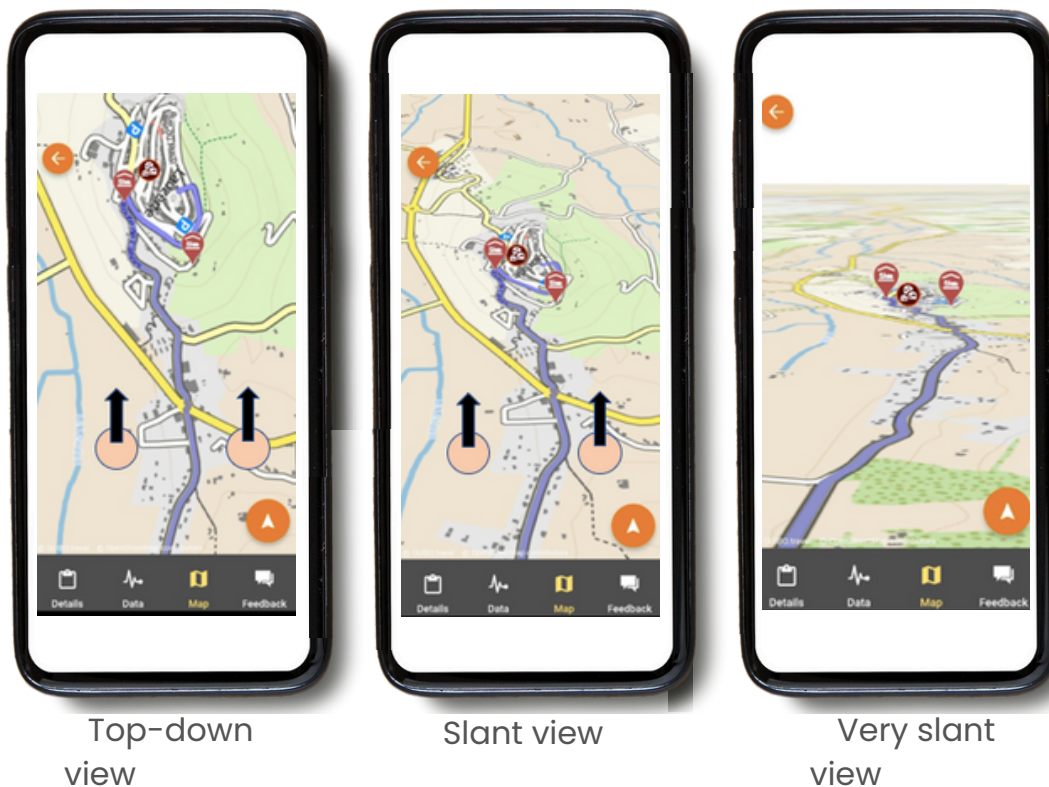
Rotate : keep two fingertips in a fixed spread on the map and rotate your hand in order to rotate the map.

16

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 the opposite, moving your fingertips 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 slanted or very slanted view.

To reverse this view, move your hand downwards to the bottom of the screen.

Enjoy your trip!