



THE JOURNESE® EXPERIENCE

Welcome to Journese – Curators of Fine Travel®. When you travel with us, you not only receive superior service and an exquisite vacation, you also enjoy peace-of-mind and the assurance of a luxury brand serving travelers since 1977. We make sure your journey is memorable and seamless – from beginning to end. Enclosed you'll find tips, contact numbers and helpful details to accompany you on your vacation. Enjoy fine travel made easy – enjoy the Journese experience.

PREPARING FOR THE JOURNEY

The perfect journey starts with being prepared. That's why we created a list of tips and reminders to help:

- Ensure your passport is signed, valid at least six months past your return date, and your name matches your boarding pass. If you need a new passport, you may choose expedited service. Call 877.487.2778 or visit travel.state.gov/passport for more information.
- Review and prepare required travel protocol documents and forms; information can be found at journese.com/travelersupport.
- Check your flight seating and contact your travel advisor if you need to request changes.
- Talk with your travel advisor to add excursions.
- Leave a copy of your ID and itinerary with family.
- Prepare small bottles for carry-on – the TSA only allows 3.4 oz. bottles, fitting in a quart-size bag.

24 HOURS UNTIL DEPARTURE

- Confirm your flight's time with your airline and check in online, paying any baggage fees.
- Call your travel advisor or airline if you have questions about check-in times (generally three hours before flight), baggage limits or other regulations.
- Check against your packing list to include:
 - Valid passport (details above)
 - Valid driver's license (see car rentals)
 - Confirm required travel documents or forms (including online forms) are prepared
 - Power adapter/converter, cell phone and charger
 - Wallet, credit cards and cash (spread among multiple locations)
 - Toothbrush, toothpaste, make-up, toiletries
 - Layered clothing for diverse weather
 - Paper and pens, magazines or reading material
 - Vitamins and snacks
 - Medications and doctor information

TRAVEL DOCUMENTS

American citizens traveling to Europe need a passport valid at least six months after their return. Please contact your travel advisor, consulate or embassy for further information. Non-U.S. citizens should ask their embassy or consulate what travel documentation is needed. Ask your travel advisor about special laws for minors traveling without both parents, if applicable.

CUSTOMS

Your bags will go through customs upon entry and return. Each country has its own customs laws, but generally travelers may not bring plants or produce. Upon return to the U.S. you'll declare the goods you acquired; the duty-free exemption per traveler is usually \$800, plus there are limits on importing alcohol and tobacco products. For details, visit cbp.gov/travel, call 877.227.5511, or speak with your travel advisor. Allow at least three hours to clear customs when connecting to another flight.

The United States Customs and Border Protection (USCBP) facility at Terminal 2 in Dublin Airport and at Shannon Airport is a purpose built facility that allows U.S. bound passengers to undertake all immigration, customs and agriculture inspections at Dublin or Shannon prior to departure. Having cleared USCBP, passengers arriving in the U.S. are treated as domestic arrivals, which allows for a faster processing through their arrival airport in the United States including the checking through of any baggage to the traveler's final destination.

DEPARTURE, ENTRY & CITY TAXES

A departure tax may be required upon airport check-in for some flights. The amount of this tax varies between countries and is not included in your package price for most countries. Some countries do not allow this tax to be included on an international airline ticket in advance, thus it must be paid locally. Most departure taxes must be paid in the local currency.

Many cities have a city tax that is to be paid directly to the hotel upon check-out. Please refer to your itinerary to advise if city taxes apply.

Beginning April 25, 2024, day visitors to the Old City of Venice will be required to pay an entry fee of €5 at <https://cda.ve.it/en/>. The fee will only apply on certain dates, primarily high season and weekends, and between the hours of 8:30am to 4pm. Guests overnighing in the municipality of Venice are exempt from paying the entry fee but will need to register on the site in order to receive an exemption code.

SEAT ASSIGNMENTS

Whenever possible, our system will assign your airline seats in advance. Please contact the air carrier directly if you wish to change your seat assignments. Airline seats are subject to change and may not be available in advance.

TRANSFERS

If you confirmed a private or shared transfer, please refer to your itinerary for details. For airport pickups, a driver will generally greet you with a sign with your name outside customs or baggage claim. If you haven't purchased a transfer or rented a car, taxis are available outside the airport.

CAR RENTALS

Present your itinerary, passport, valid driver's license (issued at least one year prior) and a major credit card to the rental desk; please refer to your itinerary for car rental details. Minimum driver age varies by country; please refer to the car rental company's policies for details. Adding navigation and car rental insurance with your travel advisor before your vacation is recommended.

HOTELS

Simply show your hotel voucher and photo ID to the front desk. Your room and taxes are prepaid, though hotels require a credit card for incidentals. The standard check-in time is 3pm; check-out is noon. Please consult your travel advisor for special requests.

ACTIVITIES

Don't just visit Europe – fully experience it. If you confirmed a private or shared excursion or activity, you will find the details and a voucher with your itinerary. If you would like to add experiences, please call your travel advisor before leaving the United States.

CELL PHONES

Please contact your cell phone carrier to determine whether your cell phone service extends to Europe. You may be able to purchase a SIM card for use abroad.

CURRENCY & EXCHANGE RATES

The official currency for Europe is the Euro, with a few exceptions. In the United Kingdom the official currency is the British Pound; Switzerland's official currency is the Swiss Franc; Hungary's official currency is the Hungarian Forint; Turkey's official currency is the Turkish Lira; and the Czech Republic's official currency is the Czech Crown. Major credit cards are widely accepted, and you can obtain local currency through an ATM or exchange dollars at the airport currency exchange facility, bank or most hotels. Find the latest exchange rates at xe.com.

ATMS & CREDIT CARDS

Contact your bank before departure for information on using your ATM and credit cards while abroad. Notify your bank of your travel dates so your cards will not be suspended due to "suspicious" charges. You may want to leave a photocopy of your cards with someone at home.

TERMS & CONDITIONS

Please visit Journese.com/terms or reference your itinerary for full terms and conditions.

CUSTOMER SERVICE

From start to finish, we want to make your vacation seamless and memorable. If there are questions before your vacation, your travel advisor will assist you. The day of your journey we are available anytime at **800.247.4958**. While in Europe including after hours, call **805.744.6251** or email last.minute@journese.com.

Please have your booking number available.

Visit Journese.com/travelersupport for information on destination entry guidelines, travel protection plans and more.

ABOUT JOURNESE

The Luxury Brand of Pleasant Holidays

Journese is a boutique travel provider, creating customized journeys across the globe. As the luxury brand of Pleasant Holidays, Journese embodies the promise of an immersive vacation experience, with fine travel made easy through world-class concierge service and innovative travel planning. Our vacationers enjoy the world's top resorts, villas, luxury homes, cruises and trains through an inspiring journey of the senses.

