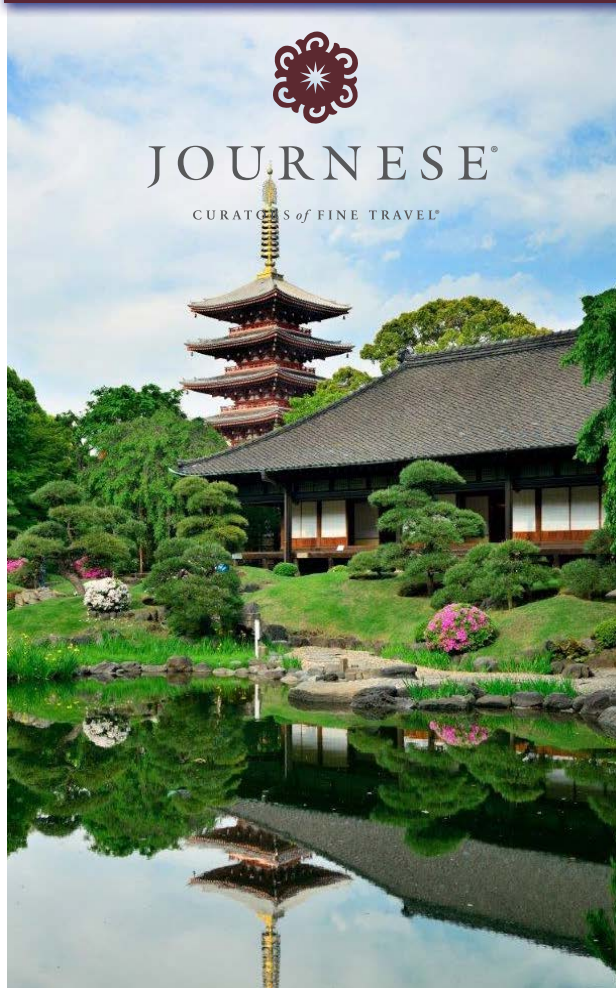


ASIA INCLUDING THE MALDIVES



JOURNESE®
CURATORS of FINE TRAVEL™

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.

The Luxury Brand of Pleasant Holidays

PREPARING FOR THE JOURNEY

The perfect journey starts with being prepared.

- Ensure your passport is signed, valid at least six months past your return date, and your name matches your boarding pass. For new passports, call 877.487.2778 or visit travel.state.gov/passport.
- Secure necessary VISAS in advance of departure
- Prepare required travel protocol documents
- 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, credit cards and itinerary with family

24 HOURS UNTIL DEPARTURE

- Confirm your flight 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)
 - Confirm required travel documents or forms (including online forms) are prepared
 - Power adapter/converter, cell phone and charger
 - Wallet, credit cards and cash
 - Medications and doctor information

TIPPING

Tipping is not customary in Japan – in fact, it could be construed as mildly rude. However, there are exceptions, particularly regarding tour guides. It is recommended to present a tip in the form of a gift, place it in an envelope and offer it with a respectful, slight bow.

In Hong Kong restaurants, it is customary to add a 10% service charge to your bill. However, some restaurants do not follow this practice, so you should check your bill and leave an appropriate tip if no charge appears. At hotels, a small tip of up to \$2.50 is standard for bellhops, valets and room service.

Cambodia, Indonesia, Malaysia, Maldives, Singapore, Thailand and Vietnam are generally not tipping cultures with the exception of Indonesia where tipping is more common but not mandatory. In restaurants and hotels, a 5 – 10% service charge is often automatically added to your bill. If a bill in a hotel or restaurant does not include a service charge, a 10 - 15% tip is appreciated.

BAGGAGE

For international travel, most airlines allow a maximum length of 62 inches and 50 pounds per bag, according to the United States Tour Operators Association. Each airline sets the requirements for the size and weight of checked baggage and carry-ons and determines how many checked bags are allowed.

All passenger carry-ons and checked baggage will be subject to screening and inspection on a random basis. Please visit tsa.gov for the latest security policies as procedures are subject to change.

TRAVEL DOCUMENTS

A valid U.S. passport is required for people of all ages who travel to Cambodia, Hong Kong, Indonesia, Japan, Malaysia, Maldives, Singapore Thailand and Vietnam. Please visit tsa.gov for details.

Any person younger than 18 is considered a minor for travel purposes. Minors traveling with only one parent must have a notarized written permission statement from the other parent. In the case of deceased or divorced parents, legal proof of custody must be carried to accept just one signature on the letter. Minors traveling unaccompanied or with anyone other than their legal parents or guardians must obtain an original notarized letter of permission signed by both parents. Airlines will also require the name, address and phone number of the person meeting the unaccompanied minor.

For travel to Hong Kong, Japan, Malaysia, Singapore or Thailand a valid U.S. passport and an onward/return ticket for tourist/business “visa free” stays of up to 90 days are required regardless of age. Note that U.S. tourists may stay in Thailand up to 30 days without a visa.

For travel to Cambodia and Vietnam, a tourist visa is required for all visitors and it is recommended that travelers obtain a visa directly from an embassy or consulate prior to arrival rather than try to obtain a “visa upon arrival” at the airport. Apply online for a single-entry E-visa on the immigration websites. For travel to Indonesia, Malaysia and Maldives, a tourist visa can be issued upon arrival. Tourist visas are valid for one month from the date of entry.

For all countries, passports must be valid at least six months beyond intended stay. You must have at least one blank page in your passport when entering Malaysia, Maldives and Thailand. For travel to Indonesia, you must have at least two blank passport pages.

All foreign nationals entering Japan and Cambodia are required to provide fingerprint scans and to be photographed at the port of entry. Those entering Hong Kong are only required to complete a landing document. A Green Card is not acceptable as the sole means of identification for U.S. residents.

BALI TOURIST LEVY

Beginning February 14, 2024, visitors to Bali must pay a Tourist Levy upon arrival. Alternately, the levy can be paid in advance on the website or via the LoveBali app. For details, please visit <https://lovebali.balipro.go.id/>

CUSTOMS & IMPORT RESTRICTIONS

Many countries have restrictions and prohibitions on what you can bring into a country including produce, chewing gum, tobacco and religious literature. Be sure to check with the foreign embassies and consulates in the U.S. for your destination country before your departure.

Travelers are required to go through U.S. Customs when re-entering the country. Your travel advisor will provide you with the latest information concerning policies and procedures.

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 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 and will escort you to your prearranged transportation. Luggage allowance is one piece per person. If your luggage cannot fit in the assigned car resulting in separate delivery, an additional charge may apply. If transportation is provided by your hotel, please look for your hotel's representative. In the Maldives, a representative from your resort will greet you at Malé airport to assist in your speedboat or seaplane transfer to your resort.

ATMS & CREDIT CARDS

Be sure to contact your bank prior to 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.

CURRENCY

The currency in Cambodia is the Riel; in Hong Kong, the HK dollar; in Indonesia, the Rupiah; in Japan, the Yen; in Malaysia, the Ringgit; in Maldives, the Rufiyaa; in Singapore, the SGD dollar; in Thailand, the Baht; and in Vietnam, the Dong. It is recommended to exchange some currency prior to exiting the airport where there are exchange windows. Major credit cards and traveler's checks are accepted; however, some smaller stores and remote areas may not accept either one.

Most bank ATMs in Japan accept only cards issued by Japanese banks. The easiest way to obtain cash is at 7-Eleven convenience store's ATMs or the chain's ATM machines (called 7-Bank), which are found throughout Japan and often available 24 hours. Local post offices also have ATMs that accept foreign bank cards operating on the Cirrus and PLUS systems. Many post offices are located near main train stations and are generally open 7:00 a.m. – 11:00 p.m. weekdays and 9:00 a.m. – 7:00 p.m. on weekends; small post offices may have limited hours.

In Hong Kong and Singapore, ATMs are conveniently located everywhere and operate on the Cirrus or PLUS systems. Indonesia, Malaysia, Vietnam, Thailand and Cambodia are cash heavy societies and major cities will have ATMs widely available that operate on the Cirrus and Plus network. Credit cards will be accepted primarily at hotels and restaurants. In Maldives, U.S. dollars are widely accepted.

HOTELS

Simply show your itinerary to the front desk upon check-in. Your room and taxes are prepaid, though hotels require a credit card for incidentals. Please consult your travel advisor for special requests.

ACTIVITIES

Don't just visit Japan and Asia – fully experience it. If you confirmed an excursion or activity, you will find the details on your itinerary. Please bring your itinerary with you for verification. Transportation may or may not be included with your activity, refer to your itinerary for details. In some cases, activity transfers may pick up from central locations throughout the city and not at your hotel. 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 prior to departure to determine whether your cell phone service extends to Japan and Asia. You may be able to purchase a SIM card for use abroad.

ELECTRICITY

Standard electrical service in Japan is 100 volt; Hong Kong, Indonesia, Thailand and Vietnam are 220 volt; Singapore is 220-240 volt; Cambodia and Maldives are 230 volt; Malaysia is 240 volt. A converter may be necessary for all countries for voltage compatibility. With many countries differing in their use of round or square, 2-pronged or 3-pronged plugs, it is highly recommended that travelers carry and "all-in-one" travel adapter.

WATER

All major hotels and restaurants use purified water throughout. Most hotels provide bottled water in all rooms, and many hotels now have potable water delivered through their taps using an on-site purification system; there will be a note in your room if this is the case.

TERMS & CONDITIONS

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

ABOUT JOURNESE

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.

Thank you for choosing Journese.

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 Asia including after hours, call **805.744.6251**, email **last.minute@journese.com** or our local representatives below can assist you. Please note that a fee will be charged when dialing toll-free numbers while in Japan and Asia.

For assistance with transfers and activities while in destination, please contact our local tour operators:

CAMBODIA: TOUR EAST
From U.S. Cell Phones +855 17 767 168
After hours & Weekends +855 12 229 101

HONG KONG: CTYS INTERNATIONAL
From U.S. Cell Phones, anytime +852 9096 2361

INDONESIA: TOUR EAST
From U.S. Cell Phones +62 361 708761
After hours & Weekends +62 8124 6502400

JAPAN: JTB GMT
From U.S. Cell Phones, anytime +81 3 5796 5454

MALAYSIA: TOUR EAST
From U.S. Cell Phones +603 2148 9802
After hours & Weekends +6016 6018 969

MALDIVES
Your hotel will assist you

SINGAPORE: TOUR EAST
From U.S. Cell Phones +65 9030 3357
After hours & Weekends +65 9030 3356

THAILAND: TOUR EAST
From U.S. Cell Phones +66 2 2300405
After hours & Weekends +66 81 8193641

VIETNAM: TOUR EAST
From U.S. Cell Phones, anytime +84 902 907 797

Please have your booking number available.

Visit Journese.com/travelersupport for information on destination guidelines, traveler support and more.