



CENTRAL AND SOUTH AMERICA



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.

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
- Check your flight seating and contact your travel advisor if you need to request changes
- Talk with your travel advisor to add activities
- 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 if possible, 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
 - Cell phone and charger
 - Power adapter
 - Wallet, credit cards and cash (spread among multiple locations)
 - Toothbrush, toothpaste, make-up, toiletries
 - Layered clothing for diverse weather
 - Swimsuits, sandals, sunglasses and sunscreen
 - Paper and pens, magazines or reading material
 - Vitamins and snacks
 - Medications and doctor information

TRAVEL DOCUMENTS

American citizens need a passport valid at least six months after their return and a return ticket to the United States. 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.

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 outside the airport's main exit with a Journese or supplier sign with your name on it.

HOTELS

Simply show your itinerary 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 and check-out is 11am.

ACTIVITIES

Don't just visit Central and South America – fully experience all these destinations have to offer. Plan your excursions with your travel advisor before you travel, so you can enjoy your vacation to the fullest once you arrive. Visit journese.com/ experiences for a sample of the options available to you.

TIPPING

Tipping is not only customary throughout Central and South America, it is appreciated in return for good service. Service employees rely heavily on tips. Tipping guidelines are: \$1 – \$2 per bag for porters and \$2 – \$5 per day for housekeeping staff. Usually a tip is not included in your restaurant bill in Belize; a customary amount to tip is 15%. By law, tipping is included in any restaurant bill in Costa Rica, but additional gratuities for good service are welcomed. The standard tipping rate in Guatemala and Panama is around 10% of the bill, though in small cafés and more casual places, tipping is not necessary. Tipping is not mandatory in Argentina, but 10% - 20% is customary. Most restaurants in Colombia include a 10% voluntary gratuity on the bill. While you are not required to pay it, your server or manager should ask if you want this amount added to the bill. Tipping guidelines for Peru are 10% when dining out; \$5 - \$10 per day for tour guides; and \$3 - \$5 per day for porters, cooks and the like.

CELL PHONES

Please contact your cell phone carrier to determine if your cell phone service extends to Central and South America. If you have an unlocked phone that takes a SIM card, you may be able to purchase a SIM card for use abroad.

CURRENCY & EXCHANGE RATES

Belize's currency is the Belizean Dollar, Costa Rica's currency is the colón, Guatemala's currency is the Quetzal, Panama's currency is the Balboa, Argentina's currency is the Argentine peso, Colombia's currency is the Colombian peso and Peru's currency is the nuevo sol, however U.S. dollars and major credit cards are widely accepted. 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.

ELECTRICITY

Electrical outlets in Belize, Costa Rica, Guatemala, Panama and Colombia output 110 volts and are similar to U.S. outlets. However they may not accept three-prong or polarized blades (one taller than the other) so it is suggested to bring a power adapter on your trip. Electricity is 220 volts in Argentina and Peru; converters are required for appliances and electronics.

TERMS & CONDITIONS

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

ABOUT JOURNESE

The Luxury Brand of Pleasant Holidays

Journese is a boutique travel provider, creating customized vacations to more than 60 countries on four continents. 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 unforgettable 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 Central or South America, including after hours, call **805.744.6251**, email last.minute@journese.com or our local representatives below can assist you.

CENTRAL AMERICA

BELIZE | MUY-ONO MANAGEMENT

Daily 822.1272
After hours 671.4158
transfers@muy-ono.com

COSTA RICA | CATOURS

Mon. - Sat. 8am - 5pm 40101004
After hours 88819096
info@catours.com

GUATEMALA | GRUPO SOSTAVISA

Mon. - Fri. 8am - 5pm 502 2308 5223
After hours 502 3034 5176
pleasant@gruposostavisa.com

PANAMA | PANAMAZING

Mon. - Fri. 8am - 5pm and Sat. 8am - 12pm 340.9875
or 206.8876
After hours 6981.4549
reservations@panamazing.com

SOUTH AMERICA

ARGENTINA | EUROTUR ARGENTINA

Mon. - Fri. 9am - 6pm 1143126077
After hours 91168781562
247@eurotur.tur.ar or bookings@eurotur.tur.ar

COLOMBIA | METROPOLITAN TOURING COLOMBIA

Daily 6180244
After hours 321.4528268
24hourscolumbia@metropolitan-touring.com
or salescolombia@metropolitan-touring.com

PERU | METROPOLITAN TOURING PERU

Mon. - Fri. 9am - 6pm 17155515
After hours 989 258 179 / 984 765 296
24h@metropolitan-touring.com
or olazaro@metropolitan-touring.com

Please have your booking number available.
Visit Journese.com/travelersupport for more information.