

## AUSTRALIA & NEW ZEALAND



# 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 for Australia, three months for New Zealand (suggested six months or longer), 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](http://travel.state.gov/passport) for more information.
- Review and prepare required travel protocol documents and forms; information can be found at [journese.com/travelersupport](http://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 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)
  - Valid driver's license (see car rentals)
  - Confirm required travel documents or forms (including online forms) are prepared
  - Cell phone and charger
  - Power adapter and converter
  - Wallet, credit cards and cash
  - Toothbrush, toothpaste, make-up, toiletries
  - Layered clothing for diverse weather
  - Swimsuits, sandals, sunglasses and sunscreen
  - Medications and doctor information

## TRAVEL DOCUMENTS

American citizens need a passport, valid at least six months after their return for Australia or three months for New Zealand. An ETA (Electronic Travel Authority) is required for travelers entering Australia, which you can obtain through your travel advisor or the Australian Government ETA website at [www.eta.immi.gov.au](http://www.eta.immi.gov.au) (fee applies). The ETA might be needed from transit passengers. An NZeTA (New Zealand Electronic Travel Authority) is required for travelers entering New Zealand (including transit passengers). Travelers can request their NZeTA via the NZeTA mobile app or the Immigration New Zealand website at [nzeta.immigration.govt.nz](http://nzeta.immigration.govt.nz). Travelers will pay their International Visitor Conservation and Tourism Levy (IVL) at the same time they request their NZeTA. Fees apply to receive NZeTA and IVL. Non-U.S. citizens should ask their embassy or consulate what travel documentation is needed. Ask your travel advisor about special laws regarding 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](http://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 in baggage claim with a supplier sign with your name on it. If your hotel provides a transfer, look for your hotel kiosk.

## CAR RENTALS

Present your itinerary, valid driver's license (issued at least one year prior) and a major credit card to the rental desk. The driver must be 21 or older. Adding navigation and car rental insurance is recommended. Please allow sufficient time to return your car.

## 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. Please consult your travel advisor if you need to request early check-in, late check-out, or a day room.

## ACTIVITIES

Don't just visit Australia and New Zealand – fully experience it. We offer everything from wine experiences and bungy jumping to cultural sightseeing and sunset cruises. Plan your activities with your travel advisor before you travel, so you can enjoy your vacation to the fullest once you arrive.

## CELL PHONES

Please contact your cell phone carrier to determine whether your cell phone service extends to Australia and New Zealand. 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

Australia and New Zealand's official currencies are the Australian dollar and New Zealand dollar. Major credit cards are widely accepted, but you can obtain local currency through an ATM, airport currency exchange facility, bank or most hotels. Find the latest exchange rates at [xe.com](http://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.

## TRAIN JOURNEYS

If you confirmed a train journey, please refer to your itinerary or voucher for details. Call your travel advisor if you have questions about check-in times (generally one hour before departure), baggage limits or other regulations.

## ELECTRICITY

Electrical outlets in Australia and New Zealand fit V-shaped prongs and offer 220-240 volts. To use American electrical appliances you will need a converter and adapter, which we suggest you purchase prior to your vacation.

## TERMS & CONDITIONS

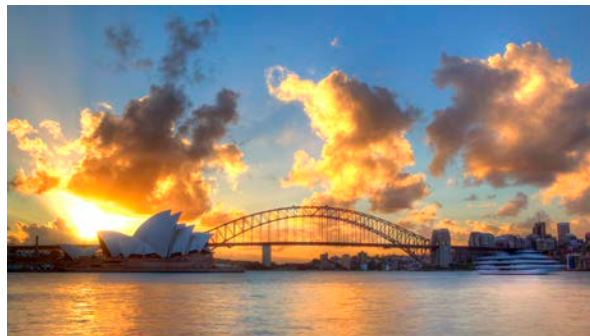
Please visit [Journese.com](http://Journese.com) or reference your itinerary for full terms and conditions.

## ABOUT JOURNESE

### The Luxury Brand of Pleasant Holidays

Journese is a boutique travel provider, creating customized vacations to more than ten 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 Australia or New Zealand, including after hours, call **805.744.6251**, email [last.minute@journese.com](mailto:last.minute@journese.com) or our local representatives below can assist you.

### AUSTRALIA

Toll-free 1.800.638.040

### NEW ZEALAND

Toll-free 0.800.442.979

*Please have your booking number available.*

Visit [Journese.com/travelersupport](http://Journese.com/travelersupport) for information on airline, resort and cruise health and safety protocols, COVID-19 testing, travel protection plans and more.

